

**Domestic Connections**

PO Box 5516  
Wolverhampton  
WV1 9NZ

T + 44 (0) 870 903 9999

F + 44 (0) 845 366 8911

[www.nationalgrid.com/gasservices](http://www.nationalgrid.com/gasservices)email [cos.enquiries@uk.ngrid.com](mailto:cos.enquiries@uk.ngrid.com)

Dear Customer,

**Application for a new domestic gas service**

Thank you for your recent enquiry. Enclosed are several documents to help you with your application. We recommend that you read all the enclosed documents thoroughly. This pack includes:

1. Application Form
2. Step By Step Guide - Guidance Notes To Complete The Application Form
3. Notes For Pre-excavating Trenches Private Land Only
4. Types Of Meter Installation
5. Built-In, Recessed in Wall Meter Box Stockist List
6. Consent Form
7. Return Envelope

**Important Information**

Please note the following important key points before completing the application form and returning it.

**The quotation we will provide you will be for a new gas service pipe and meter box (as requested) only. Under current gas industry arrangements, you must contact a Gas Supplier to arrange installation of a meter and to set up a gas supply contract.** Your gas supply cannot be provided until this is completed. A list of Gas Suppliers can be obtained from Consumer Direct on **08454 040506** or at: [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk).

Please supply the information required in the Step By Step Guide. Providing incomplete information may cause delays in your request for works.

If the route of the new service pipe or the position of the meter box encroach on third party or shared ownership land, you must obtain consent from all parties before work can begin. Please obtain these consents on the enclosed consent form and return this along with your application form.

On receipt of your Application Form and all other required documents, we will send you a Quotation Letter for your requested works. This Quotation Letter will provide details of the works, a payment form, Terms and Conditions and an Acceptance Form. Please check that the Quotation covers the works that you require, carefully read the Terms and Conditions, then sign the Acceptance Form and return this to us with your payment.

When your signed Acceptance Form is received and payment is cleared, we will contact you within 20 working days of receipt to arrange a convenient date for the works to commence on site. During these 20 days you may be contacted by a National Grid surveyor who will clarify your requirements

If you require a built-in cavity meter box, you will need to purchase this yourself and ensure that it is correctly installed before we start work on site. This type of box can be obtained from a variety of outlets as per the enclosed 'Built-In, Recessed in Wall Meter Box Stockist List form.

If you require any assistance or advice, please contact us on **0870 903 9999** and we will be happy to help.

We look forward to being of service.

**DOMESTIC CONNECTION****Securing our energy supply for future generations.**