

nationalgrid

NATIONAL GRID GAS DISTRIBUTION A-Z CONTACT DIRECTORY

A guide to help Shippers direct queries to the most appropriate department within National Grid Gas Distribution for quick and easy resolution.

January 2014

Making it easier to resolve your queries

At National Grid Gas Distribution we are developing a world class Customer Centre to give our customers a single point of contact into Gas Distribution, whilst providing a service we can all be proud of.

In recent years we have invested heavily in the systems and staff that underpin our Customer Operations and Contact Centres and the services that we provide. New systems have been implemented to ensure that staff in customer facing roles have access to the right systems and the right information at the right time to ensure that they can resolve queries as quickly as possible for our all our customers.

We are a large and diverse organisation, with many contact points for a wide range of customers. To help our business customers understand the quickest route for resolving queries we have compiled this document - an alphabetical guide to key parts of our business to help you resolve your queries and issues as swiftly as possible.

We understand that sometimes it is not easy to identify who to contact within our organisation, so our Enquiry Team are available to help direct your query to the most appropriate department and will provide you with a reference number should you need it to keep track on progress. If you have an issue which needs to be escalated then this team will also ensure that this is done and that you're kept informed.

Two simple options:

To put it simply, you have two options for resolving any queries:

- 1. Direct your query straight to the relevant department using the contact details provided in this document**
- 2. Contact our Enquiry Team who will direct your query to the appropriate department.**

The team can be contacted either by phone or via email as follows:

Shipper Queries: 0845 070 0203 (Option 1)

Email: Nationalgrid.Enquiries@nationalgrid.com

Availability: Monday to Friday: 8am to 8pm

Weekends: 10am to 6pm

I hope this new process for resolving shipper queries and the information contained within this document is useful. If you have any feedback, or any suggestions for further improvements please feel free to contact us at: talkingnetworks.distribution@nationalgrid.com.

Kind regards

The Customer and Stakeholder Strategy Team

A**B**

Business Claims

When National Grid plans its gas pipe replacement work, careful consideration is given to the impact it will have on local businesses, residents and road users. Special techniques are used wherever possible to lay new pipes inside existing pipes to reduce the need for open excavation.

The company also liaises with the local highways authority and the police to plan the management of traffic around the work.

In some circumstances, however, work will have an impact on local businesses. Our compensation process complies with The Gas (Street Works) (Compensation of Small Businesses) Regulations 1996.

Email: box.cs.busclaims@nationalgrid.com

More Information: [Information and Claim Form](#)

Billing (payments to National Grid)

The Debt to Cash team is responsible for the billing of all chargeable services, collection of associated revenues and investigation of customer disputes.

IGT Invoice

Tel: 0870 6091544

Email: BD.IGTQueries@NationalGrid.com

Post Emergency Metering Services

Tel: 0845 609 1542

Email: BD.PEMSqueries@NationalGrid.com

Mains Diversions

Tel: 0845 605 0101 (Opt 1)

Email: BD.DiversionaryBilling@NationalGrid.com

Damage Invoice Enquiries

Tel: 0845 605 0101 (Opt 1)

Email: ClaimsHandlingUnit@NationalGrid.com

Third Party Damage Claims

Tel: 0845 605 0101 (Opt 1)

Email: ThirdPartyClaims@NationalGrid.com

Cash Collection

Tel: 0845 6011 218

Email: Cashcollection.creditcontrol@nationalgrid.com

C

Compensation

See 'Business Claims'.

Complaints

0845 070 0203 Option 2

The Complaints Team receives and handles complaints in relation to a wide range of activities on behalf of Gas Distribution. We provide a single point of contact for customer complaints directed to National Grid, whether received directly from the customer, or via third parties such as Consumer Direct, local MP's.

Once a complaint is received into the Complaints Team it will be logged and given a unique reference number. The customer will then be contacted by a Complaints Champion and an acknowledgment will be made to them.

We aim to provide either a substantive or final response to the Customer within 10 working days of the day that the complaint was received. The customer will be entitled to a payment of £20 if this does not happen and a further payment of £20 for each additional period of five working days until the response is dispatched. The liability is capped at £100. More information can be found in 'Our Code of Practice for Gas Customers' document (see 'more information link below')

Email: box.complaints@nationalgrid.com

More Information: <http://www2.nationalgrid.com/Contact-us/UK-Gas-Distribution/>

Escalated Complaints

If a customer is not happy with our final response they can ask for their complaint to be escalated. The complaint will be reviewed by our Escalations Team and a further response issued. If the customer is not satisfied with our second response or if they think we may not have followed our complaints procedure correctly they can ask for their complaint to be referred to the Customer Support Manager. How we have dealt with the complaint to that point will then be reviewed, and again, a further response issued to the customer.

If, after all of the above, the customer is still not happy with our response, the complaint may be deadlocked which means that the complaint is closed as we cannot reach a mutually satisfactory resolution with the customer. The customer is then given the right to refer the complaint to the Energy Ombudsman for an independent review.

Email: box.customer.escalations@nationalgrid.com

This email address should only be used if the complaint has already been escalated

Connections / Disconnections / Alterations

See 'Sales Order Processing'.

D

Dial before you Dig

0800 688 588

Customers planning building or construction works should call our Plant Protection Team for free on the above number at least 14 days in advance of any proposed works.

See '**Plant Protection**' for further information.

Email: plantprotection@nationalgrid.com

More Information: <http://www2.nationalgrid.com/UK/Safety/Dial-before-you-dig/>

E

EAGLES (Electricity & Gas Location Enquiry System)

EAGLES is a self-serve enquiry site which allows customers to submit enquiries about activities and work they are planning which may have an impact on the National Grid Gas Distribution networks or the Gas and Electricity Transmission network.

Once an enquiry is submitted a response will be sent giving guidance on any further steps needed and, if appropriate, a map of the area of interest showing the location of gas and electric apparatus.

This site covers the National Grid Gas Distribution networks and the National Grid Gas and Electricity Transmission networks. To register for the service follow the link provided below under

More Information: <http://www2.nationalgrid.com/UK/Safety/Dial-before-you-dig/>

Enquiries

There are a number of different contact points within National Grid depending on the nature of your enquiry. Please see below for guidance on how best to direct your query to ensure it is resolved as swiftly as possible:

Shipper Queries: 0845 070 0203 Option 1

Any enquiries that cannot be actioned by other contact points listed in this document should be directed to this team in the first instance.

The team will aim to resolve your query as quickly as possible and will provide you with a reference number should you need it to keep track on progress. Should your issue need to be escalated then this team will ensure it is passed on as required and ensure that you're informed.

Email: Nationalgrid.Enquiries@nationalgrid.com

(continued)

Enquiries (continued)

Enquiry Line (National Grid): 0845 835 1111

This number is left at properties where National Grid has been unable to gain access for either planned or unplanned work. This number can be used to enquire on the status of previously reported jobs where emergency attendance was confirmed as required.

Contact details for the other Gas Distribution Networks are as follows:

Northern Gas Networks:	0845 634 0508
Wales and West Utilities:	0870 165 0597
Scotia Gas Networks:	0845 070 1432

Mains Replacement Enquiries: 0800 096 5678

Any queries relating to our mains replacement activities (delivered by our Gas Strategic Partners) should be directed to the above number.

Email: box.gdsp.enquiries@nationalgrid.com

F

G

Gas Emergency Service

0800 111 999

Call the Gas Emergency Service if you:

- Smell gas
- Suspect an emission of carbon monoxide
- Wish to report a fire or explosion
- Suspect damage to pipelines or assets used to convey gas
- Are experiencing poor or low pressure on National Grid's Gas Distribution network.

The service operates 24 hours a day, 365 days a year. All calls to the National Gas Emergency Service may be recorded and monitored.

More Information: <http://www2.nationalgrid.com/UK/Safety/Gas-emergency/>

Gas Safety Regulations Cut offs

0845 366 6755 Opt1

Gas Safety Regulation Cut offs occur following the 12 month anniversary date of the removal of a gas meter from site.

Email: BOX.GasSafetyRegs@nationalgrid.com

Ofgem sets guaranteed standards of performance for all Gas Transporters (GT). These standards are set to ensure GTs provide a required level of service and cover

- supply restoration;
- reinstatement following work at a customer's premises;
- provision of alternative heating and cooking facilities for priority domestic customers;
- responding to complaints;
- notification of planned work where we need to interrupt a customer's gas supply;
- the provision of various services associated with providing a gas connection to properties.

If we fail to meet these standards customers are entitled to receive a compensation payment.

Email: gsosadmin@nationalgrid.com

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M-number Enquiry Line (MPRNs)

0870 608 1524

xoserve provides the M Number enquiry service for end gas consumers. This enables consumers to call a dedicated phone number to establish what the M Number (the unique identifier) is for their gas supply and also the identity of the current registered gas supplier at their premises.

NB: This service is for End-Consumer use only.

More Information: <http://www1.xoserve.com/whatwedo.asp>

National Grid Metering

0845 606 6766

National Grid Metering provides metering services in the regulated gas metering market and currently owns around 15 million domestic, industrial and commercial gas meters. National Grid Metering provides metering services to National Grid and manages the relationship with its customers, the gas shippers. Its aim is to deliver a high quality, value for money service to our customers.

National Grid Metering's activities broadly cover the following areas:

- Asset procurement and logistics management
- Meter installation
- Exchange and removal
- Customer Service provision

More Information: <http://www2.nationalgrid.com/uk/services/metering/>

N

Network Design

0845 366 6758

Within Network Strategy, this team deals predominately with requests from other parties to connect to the National Grid infrastructure and design submission appraisal. This includes:

- Quotation
- Land Enquiries, Acceptance and Fast Track
- Design Approval (including mains location enquiries)
- Certification
- Start date notification process
- Completion (inc billing)
- Accuracy Challenge Scheme

Email: networkdesign@nationalgrid.com

Fax: 0845 0700868

Network Integrity (Measurement and process)

The Measurement and process team within Network Strategy is responsible for the integrity and safe operation of UK Gas Distribution's above and below ground assets together with the specification of gas transported through our networks.

This includes:

- high pressure metering
- gas quality
- odourisation
- assets (specifically in connection with the Gas Safety (Management) Regulations (GS(M)R), Gas (Calculation of Thermal Energy) Regulations (GCOTER) and the Offtake Arrangements Document (OAD), part of Uniform Network Code.

Email: measurementandprocess.enquiries@nationalgrid.com

O

P

Plant Protection

0800 688 588

Customers planning building or construction works should call Plant Protection for free on the above number at least 14 days in advance of any proposed works. Works that often cause damage to our infrastructure include:

- Draining and ditching
- Fencing
- Tree planting
- Building construction
- Moving heavy plant or infrastructure

National Grid's Plant Protection Team will then complete a risk assessment and provide a free map of our infrastructure if appropriate.

It helps us respond to enquiries quickly if requests contain the following information:

- A Clearly Identifiable Plan
- Site Grid Reference or Post Code
- Works Start Date
- Contact Details
- Nature of the Planned Works

National Grid does not own all gas pipelines or electricity cables throughout Great Britain. To find out who does and their contact details please visit Energy Networks

(<http://www.energynetworks.org/info/faqs/who-is-my-network-operator.html>)

Email: plantprotection@nationalgrid.com

More Information: <http://www2.nationalgrid.com/UK/Safety/Dial-before-you-dig/>

See also: EAGLES (Electricity And Gas Location Enquiry System)
Utility Search

Payments

See “Billing” or “Sales Order Processing”

Q

R

Roadworks and Streetworks

Details of all our mains replacements works are available on www.roadworks.org. Simply access the webpage, pop in the postcode of the location you require and the site will display details of any works taking place in the location. Detail provided includes a description of the works involved, timescales, information for road users and residents as well as specific contact details should further information be required.

More Information: www.roadworks.org

S

Sales Order Processing

Requests for standard domestic and non-standard new connections, alterations and disconnections are managed by this team.

Shipper Connection Enquiries and Orders: 0870 366 6762

This is a dedicated enquiry line for all Gas Shippers as a first point of call relating to domestic connections, alterations and disconnections.

Email: customercare.enquiries@nationalgrid.com

Connection Enquiries: 0870 903 9999

Consumers can use this number to request meter moves, disconnections or the installation of new domestic supplies

Email: gasconnections@asknationalgrid.com

Order Process (Customer Sales): 0845 366 6762

Customer contact number for queries relating to the following:

- Option 1: Customer Liaison
- Option 2: Planning & Completions
- Option 3: Quotes & Acceptance

Standards of Service

See '**Guaranteed Standards of Service**'.

T

Theft of Gas

0800 111 999

Reports of suspected or actual case of Theft of Gas should be made via the National Gas Emergency number as above.

Please make it clear when calling that you wish to report a theft of gas and provide as much detail as possible including the full address (including postcode) and MPRN if known.

U

UtilitySearch

UtilitySearch provides independent solicitors and search companies with the facility to submit Electric and Gas 'search requests' on-line directly to National Grid.

Through this online portal, we can provide a fast turnaround on Easement and Wayleave search requests which includes provision of maps (subject to infrastructure present in the area).

More Information: <http://www.utilitysearch.com/Login.asp>

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Gas Distribution Network Operators



General Enquiries Numbers:

Scotland Gas Network:
0845 070 1432

Northern Gas Network:
0845 634 0508

National Grid Gas Distribution:
0845 835 1111

Wales & The West:
0870 165 059

Southern Gas Network:
0845 070 1431

Gas Emergency Service

To report a gas or carbon monoxide emergency, or if a pipeline is struck (even if no gas leak has occurred) call the National Gas Emergency Service on 0800 111 999 (calls are recorded and may be monitored).

The National Gas Emergency Service operates 24 hours a day, 365 days a year and delivers the emergency service throughout England, Scotland and Wales.

Please refer to the next page for actions that must be taken should you receive a call from a member of the public reporting a gas escape.

More Information: <http://www2.nationalgrid.com/UK/Safety/Gas-emergency/>

Gas Emergency Information

Although unlikely, it is possible you may receive a call from a member of the public reporting a gas escape. If at any time you are made aware of, or suspect there is a gas escape or other gas emergency, you must do the following:

Obtain the following information:

- Address / location of the gas emergency
- Name, address and telephone number of the person reporting the escape

Ask the following questions:

- Where is the smell most noticeable?
- When was the smell first noticed?
- Is the gas turned off at the meter? If YES, can you still smell gas?
- Is there a smell of gas outside?
- Are the neighbours affected?
- Are there any special circumstances/access details?

Advise the caller:

- To turn off the gas at the meter, unless the meter is located in a cellar or basement - in which case, advise them not to enter the cellar/basement
- To extinguish all naked flames - do not smoke or strike matches
- Do not operate any electrical appliances or turn any switches on/off (including gas appliance controllers)
- To turn off all gas appliances and do not use them until they are checked by the engineer
- To open doors and windows to ventilate the property
- That immediate access will be required
- If there is a smell of gas in a cellar/basement, you must advise the caller to evacuate the building and take details of where the caller will be evacuating to.

Call the 24-hour Gas Emergency Service on 0800 111 999*

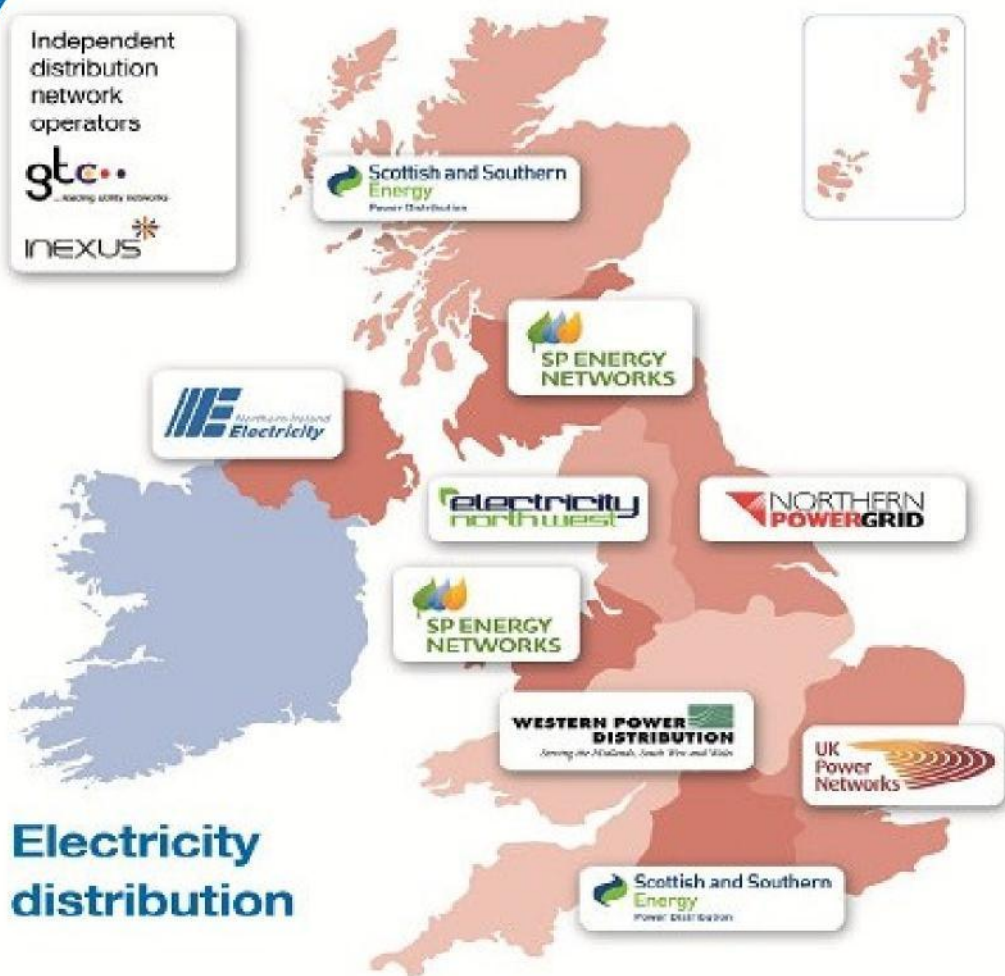
**All calls are recorded*

REMEMBER - IT IS YOUR RESPONSIBILITY TO REPORT THE ESCAPE FOR THE CALLER

In addition you can refer the caller to the emergency number if:

- They are having pressure problems
- A purge & relight is required following interruption of supply

Electricity Distribution Network Operators



**National
Emergency Number
(high voltage):**

0800 404090

Dial the above number to report dangerous situations relating to the following:

- large pylons
- Connecting overhead lines (not local distribution lines)
- Large substations

Local Electricity Emergency Numbers

Please contact the following to report power cuts and problems with local lines (eg wooden poles), small pylons & substations.

Scotland	Scotland South – SP Energy Networks: 0845 272 7999 Scotland North - Scottish Hydro: 0800 300 999
England & Wales	North Wales, Merseyside, North Shropshire,,Cheshire –SP Energy Networks: 0845 272 2424 South Wales - Western Power: 0800 052 0400 North East – Northern Powergrid: 0800 668 877 Yorkshire – Northern Powergrid: 0800 375 675 North West (Manchester, Lancs, Cumbria)– Electricity North West: 0800 195 4141 East Midlands – Western Power: 0800 056 8090 West Midlands – Western Power: 0800 328 1111 South West - Western Power: 0800 365 900 Eastern England – UK Power Networks: 0800 783 8838 London – UK Power Networks: 0800 028 0247 South East – UK Power Networks: 0800 783 8866

Electricity Emergency Information (High Voltage)

Although unlikely, it is possible you may receive a call from a member of the public reporting a high voltage electrical emergency.

An electrical emergency is

- A person climbing a tower
- A bird, kite or other debris entangled in an overhead line
- Visible damage to conductors (the wires) or insulators
- Damage to a tower
- A serious fire likely to endanger National Grid equipment e.g. next to a transmission tower or directly under the conductors
- A substation on fire

Steps to take if a potential hazard on, or near, an overhead electricity line is reported to you:

1. **Advise the person reporting the incident not to approach any hazard**, even at ground level, and to keep as far away as possible. Warn anyone in the vicinity to evacuate the area.
2. Obtain the caller's name and contact details, and as much information as possible so that we can identify the geographic location – ie. town/village, numbers of near-by roads, postcode and (ONLY if it can be observed without putting you or others in danger) the tower number of an adjacent pylon.

3. **Call the 24-hour Electricity Emergency Number on 0800 40 40 90***

* NB: this number is for high voltage related electrical emergencies and NOT for local distribution network electrical emergencies. It is critically important that you don't use this phone number for any other purpose

4. Give the contact details of the person reporting the emergency
5. Explain the nature of the issue/hazard.
6. Await further contact from a National Grid engineer.

Advise the caller:

- Do not endanger your own life
- If unsure whether it is safe - Do not touch or go near the incident area
- Keep calm and wait for assistance