

Gas service pipe disconnection booklet

Everything you need to know
about your quotation for
disconnecting a gas service pipe.



To contact us, email at
gasconnections@asknationalgrid.com
or telephone on
0870 903 9999

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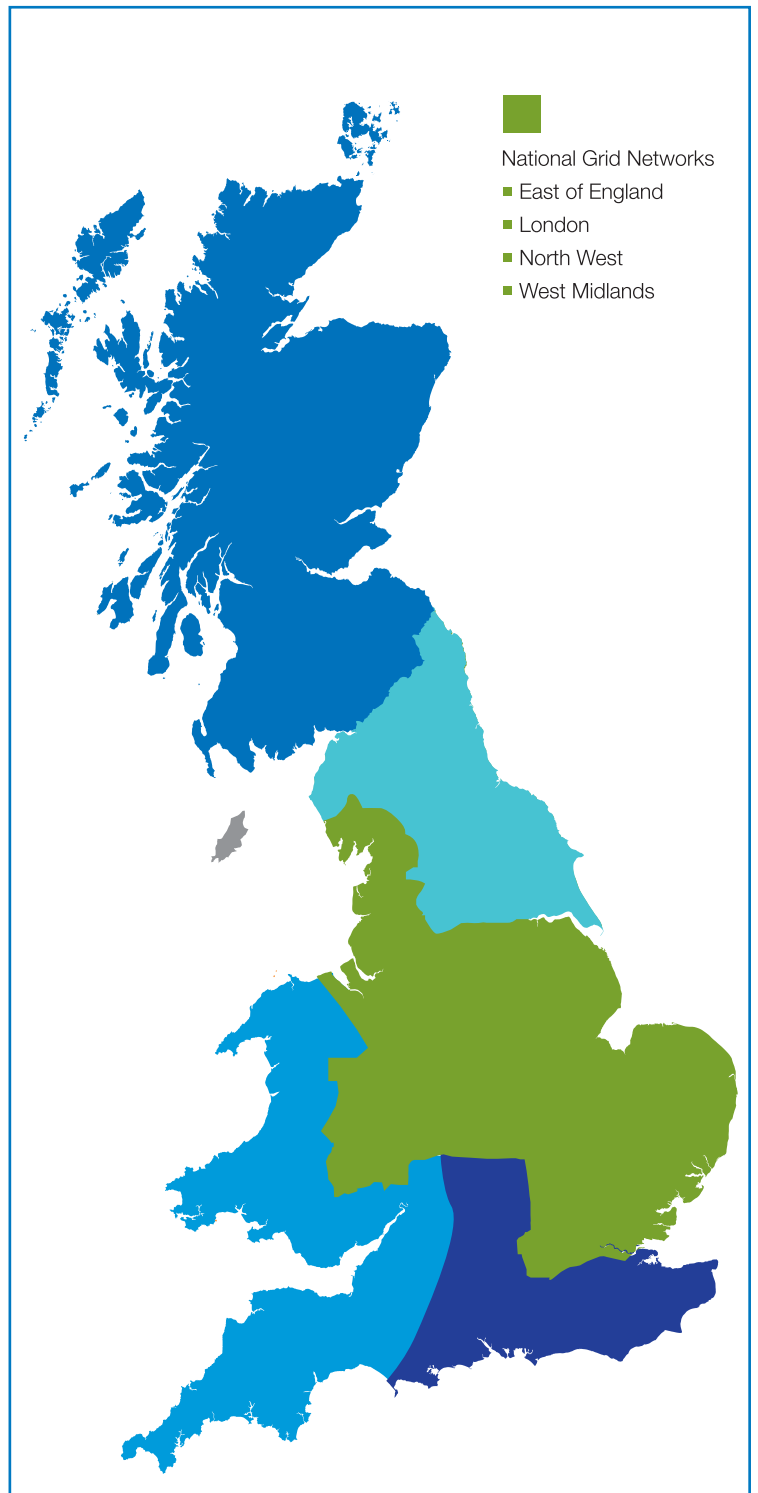
What we do

At National Grid our job is to connect people to the energy they use. Our Gas Distribution business owns and operates four networks. These networks distribute gas to around 11 million businesses, schools and homes in the East of England, London, North West and the West Midlands.

We lay the pipe that connects your property to our gas network and we keep it working properly. We lay new services, move and alter existing services and disconnect services when you no longer need them.

Our Gas Customer Ordered Sales Department can help connect the gas supply to your property, move your meter, or remove your gas supply. We can also repair your existing meter box or provide spare parts.

Although we provide the pipes for you to get gas, gas suppliers own and supply the gas.



2a Standard charging

We believe a standard approach allows us to provide a more efficient service. As a regulated organisation, our charges need to reflect the costs that we reasonably expect to pay for the type of job you are asking for. This is in line with our published method for charging, approved by our regulator, Ofgem (the Office of Gas and Electricity Markets).

We work out standard charges to reflect the average cost of the type and size of the work you ask for. Although the actual work content of a particular job may vary, using standard charging helps to keep customer costs low since we can avoid individual design costs for similar jobs.

Our standard charges cover these typical services.

- Getting a skilled, fully equipped team to and from the site.
- Labour, including any digging needed.
- Reinstatement or other techniques (for example, moling – a method of laying pipes underground without digging trenches) on the land along the route of the existing gas pipe.
- Materials.
- Overheads (both general business and administration costs) to process your order and complete your work to regulatory standards.

2b Payment

We ask you to send full payment with your acceptance of the quotation to avoid any delays in planning the work we'll do for you, buying materials and committing resources for the work. This also allows us to keep charges competitive

2c Permission from the highways authority and lane rental schemes

Permission from the highways authority

When we provide a new gas connection, disconnect a service or alter an existing service, we usually need to dig in a public street or footpath maintained by the local highways authority.

In the past, except where we needed to close a road, suspend a parking bay or where the highways authority had just resurfaced the road, we could carry out our work just by giving notice. This is changing as more highways authorities bring in permit schemes. This means we have to get a permit before we can start any work.

There is normally a charge for applying for a permit or asking for one to be varied. The amount of the charge is set by the local highways authority.

Where necessary, we'll serve the notices or apply for the permits. The cost will appear as a separate item on your quotation. If you make any changes to the work after we've been given a permit and we need to reapply or ask for a permit variation, we may charge you for the extra costs.

Lane rental schemes

On some major transport routes in London, local traffic authorities are trialling 'lane rental schemes'. Where these schemes are being used, we not only have to get a permit, we also have to pay a fixed cost for each day we work in the street.

As the highways authority can place conditions around how we do the work, it is not possible for us to know beforehand what the final costs will be. If your work is in a street covered by a lane rental scheme, you will see the cost is marked as an estimate on the quotation.

You will have to pay the estimated cost when you pay for the work but we may need to make adjustments to the lane rental charge either during the work or after we complete it. There is a cap on how much extra we can charge – please see the payment section in our terms and conditions for more information.

You have to pay Value Added Tax (VAT) on any streetworks scheme charges at the same rate that applies to the job itself.

If you ask to change the date work is carried out – If you ask us to change your planned date and we need to get a new or revised permit from the highways authority or have to pay further lane-rental charges, we'll need you to pay those extra costs plus VAT, when you ask for the new date.

Accurate information – It's really important for us to have accurate and up-to-date information to be able to carry out your work. Let us know if there are any changes to your initial application as this may result in changes to the streetworks charge in your quotation.

Your quotation depends on the following assumptions.

3a Standard conditions

You must meet the following conditions to be eligible for a standard charge.

- The gas pipe you want us to disconnect must be connected to the low, medium or intermediate pressure distribution networks.
- The property must not be part of a multi-occupancy building, for example, a flat or maisonette.
- The pipe diameter must be less than 180 millimetres (7.1 inches) if plastic or 152 millimetres (6 inches) if metallic.

3b Pipe size and diameter

The pipe you want us to disconnect on site must match the size and diameter that you have chosen for the quotation.

3c Permission from the owner

If you don't own the property, you must get permission from the owner before we can carry out the work. The owner of the property must give their permission before we can carry out works

3d Changes to the quotation

The offer we are making is based on the assumptions set out above. If any of the assumptions is not correct, please tell us as soon as possible so we can give you a fresh quotation and reduce, as far as possible, any delay to carrying out the work. If, before the work starts or at any time during the work we find that any assumption is not correct, we may change the quotation or withdraw it.

If we decide that we need to change the quotation, we will give you a new quote which you must agree to in writing before we can start or continue the work. If we cannot agree a new quote with you, we will end the contract and charge you for any work we've already carried out. We'll refund any extra money you've paid.

Additional information

Service or mains pipe disconnection? - A service pipe disconnection is applicable where single or multiple properties require the gas service pipe disconnecting from the gas main in the street. If your request is for a single domestic property then in all likelihood there is just one meter at the property and you will require a service disconnection.

A mains pipe disconnection is applicable if you wish to disconnect all of the properties fed by a mains pipe. A mains gas pipe is identified by how many meters the pipe feeds. If the pipe feeds more than two meters then the pipe is classed as mains and will therefore require a mains disconnection

Disconnection of gas service pipes in flats and other Multi-occupancy buildings - Please note that not all gas service pipes in flats and other types of multi-occupancy premises are suitable for disconnection. In addition, where the gas service pipe can be disconnected, there may only be limited options available to you.

On receipt of your application, National Grid may contact you to undertake a survey. The purpose of the survey is to determine the suitability of your gas service pipe for disconnection* and if suitable, discuss and agree** the options for disconnecting your service.

We advise you not to finalise any related internal pipework, appliance or building works until after the survey has been completed and when we have confirmed that the service pipe disconnection is possible.

** If your gas service pipe is not suitable for disconnection National Grid will refund all monies paid.*

*** If the available options for the disconnection are not acceptable to you then you can terminate the contract and we will refund all monies paid.*

Your responsibilities

Please make sure the following apply on the day of your appointment to avoid any unnecessary delays.

- Clear the site (no scaffolding, skips or other obstructions).
- Make sure the site is ready (for example, the meter has been removed).
- Give us access to the property when we arrive.
- Somebody must be at the property to agree changes.

4a Removing metering equipment

Please make sure your gas supplier or the meter asset manager has safely removed your gas meter and any associated metering equipment before our agreed plan date. This will allow us to disconnect the gas service pipe work as soon as possible. If we need to reschedule our work because this hasn't been done in time, you may have to pay extra charges.

4b Site clear certificate

For safety reasons, please do not start any work on site until we give you written confirmation that we've cleared all of our live gas apparatus we are aware of and disconnected the service. We'll issue this site clear written notice within five working days of completing our work.

We aim to cut off the service as close to the gas main as possible.

4c Plants

Please move or protect growing plants. We cannot replace any plants we accidentally damage while working.

4d Make sure somebody is on site while we're working

We'll need access to your property and in some situations we may need to agree changes while we're working. If you cannot be home, please authorise somebody else to agree changes on your behalf and avoid unnecessary delays.

We normally have to delay work when we cannot access the property and this can add to the cost of the work (for example, new permit charges).

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The time needed to carry out the work

At the end of the job, we'll arrange for a separate team to fill in holes and tidy up after any digging work. We'll complete this work within five working days of working on your gas supply. We'll finish top surfaces with tarmac, concrete, or with existing slabs or bricks.

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Reinstatement and specialist surfaces

At the end of the job, we'll arrange for a separate team to fill in holes and tidy up after any digging work. We'll complete this work within five working days of working on your gas supply. We'll finish top surfaces with tarmac, concrete, or with existing slabs or bricks.

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The small print

If you accept this quotation, you also accept the assumptions shown in it and the terms and conditions that can be found on our website:

<http://www2.nationalgrid.com/uk/services/gas-distribution-connections/terms-and-conditions/>

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