



National Gas Transmission System

Gas Connection Application Guide

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Version control

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1.0	February 2025	Revised as per updates and modifications to the applications administrative process and introduction of the newly developed Gas Customer Hub, alongside the mass rebranding within National Gas and separation from National Grid.

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Introduction

Welcome

We have created this document to outline the process for applying for a connection to the NTS.

There is an online applications tool (referred to as the Gas Customer Hub) which is used to apply for connections, modifications, disconnections, and PARCAs. If you wish to register or access the National Gas Customer Hub, please use the following link [Gas Connection Hub \(nationalgas.com\)](https://nationalgas.com). Once submitted, your application will be reviewed for technical competency and, upon payment of the application fee, begin the A2O process.

An initial pre-application meeting is offered for any customer wishing to connect to the NTS; discussion points would typically include location required, network operability concerns, anticipated capacity requirements, costs, and timescales. If you wish to arrange a meeting with the Gas Customer Contracts Team please send an email to .box.ukt.customerlifecycle@nationalgas.com along with a populated copy of our Initial Enquiry form (available to download from our connections page). We suggest that you take some time to read through this document in readiness for your discussion to ensure that your meeting with us is as effective as possible.

About this page

This guide explains the process and key information that National Gas requires from an applicant to produce and issue a Connection Offer.

Please ensure that you have read and understand the full terms and conditions prior to submitting your application.

If you require further details regarding any of the information contained within this guide, you can contact us via email at:

.box.UKT.Customerlifecycle@nationalgas.com

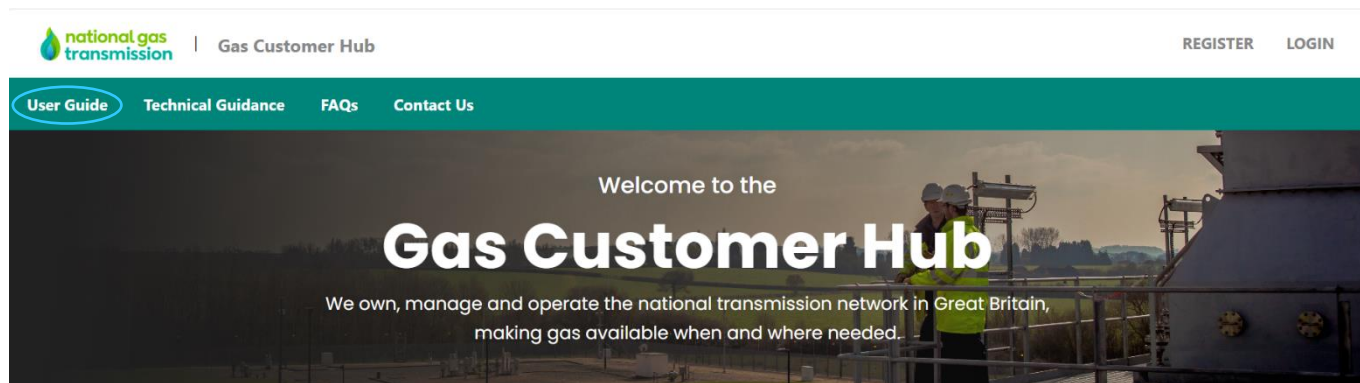
Or by post to:

Gas Customer Manager
National Gas Transmission plc
National Grid House
Warwick Technology Park
Gallows Hill
Warwick
CV34 6DA

Process for Standard and Bespoke Connection Applications

Gas Customer Hub registration

This service allows you to register your company and your contact details and is where your application will be submitted and processed.



National Gas will verify new users and this will be confirmed via email. The first user successfully registered from your company will automatically be assigned an administrator role. More information about the registration process can be found in the [User Guide](#). The user guide can be downloaded from the hub, as circled above.

Application submission

Standard Design Connection

A SDC (Standard Design Connection) adheres to the following:

- **A connection with a flow rate less than 229.294 Scm/hr x1000 (57.3gwh/d)**
- **Type of connection Entry, Exit, Storage or Combined**
- **Multi-Junction (dependent on footprint)**
- **For a new Connection to the NTS pipeline (subject to further assessment)**

This document highlights when a connection is suitable to be considered for a Standard Design Connection (SDC) and provides further detail around the methodology of the selection rules and calculations.

To be eligible for consideration of a SDC, the customer connection requirements need to be as follows:

- **A connection with a flow rate less than 229.294 Scm/hr x1000**
- **A connection for a single end user**
- **A SDC will be considered for the following locations:**
 - **Connection within an existing National Gas Block Valve or Multi Junction AGI (dependent on site pre-assessment)**

Flow Rate and Pressure

The standard connection design allows a flow rate of up to 229,294 Scm/hr or 57.3GWh/day and the connections come in 3 sizes (see below);

80mm	1.478 - 15.056	Scm/hr x1000
200mm	15.057 - 101.942	Scm/hr x1000
300mm	101.943 - 229.294	Scm/hr x1000

All block valves, multi-junctions, and pig traps have been assessed as to their suitability for a Standard Design Connection.

Pressure

The maximum operating pressure (MOP) for the NTS is 38barg to 94barg, dependent upon the connection point location.

Standard Design Connection Types

Other than the size of the connection there are three groups of connections:

- Connection skid without a ROV (Exit Only)
- Connection skid with ROV (entry)
- Simplified Connection (exit only and non-ROV)

The type of connection can be affected by the following:

Maximum required flow rate	To determine size of connection required
Connection group	This will narrow the search
Maximum delivery pressure	Ensures pressure meets NTS requirements
Site location [as selected by customer]	To locate the nearest AGI or pipeline

Type of Connection

Depending on the type of connection that you require, a suitable Standard Design Connection is chosen. For example:

If you select an Entry, Storage or combined connection, the SDC must be a ROV connection

Or;

If you select an exit connection it can be a Simplified Connection or Manual Skid. The type of connection offered will depend on the Block Value configuration, or a connection to the NTS pipeline.

Customer Site Location / Suitable AGI

Once we have acquired your location, we can select the closest pipeline connection (as the crow flies) or the closest Above Ground Installation(s). This information combined with the most suitable Standard Design Connection type(s) for your requirements enables analysis within the database for a viable AGI.

Please note all Block Valve AGIs will have undergone a full desktop assessment to ascertain if they are viable connection points, require further investigation, or are non-viable. Through this assessment we determine the attributes required for the selection process. The key attributes that would affect the site viability are:

- Available space within the AGI
- Bridle pipework size
- If the block value site has unusual characteristics

If an application requires a Feasibility study an additional 3 months is added to the Application to Offer period. Therefore, applications that require a feasibility study still have a timeframe of 6 months from application deemed competent to offer release to customer.

A Non-standard Design Connection is referred to as a Bespoke connection – the timeframe for the Application to Offer process is 6 months. A Feasibility Study is necessary if project site requires further investigation – this applies to most of the MJs and more complex sites. Where a feasibility study is required, an additional 3 months is added to the Application to Offer period.

A greenfield connection requires further assessment and therefore is considered a Bespoke Application for the purposes of Application. Standard Design principles will be used where possible, and the most economic connection solution offered.

Competent Application

A competent Application will be required to fulfil the following criteria:

An Application submitted which is technically competent (includes all information that National Gas deem essential to make a formal Connection Offer as set out in Table 1).

An Application Fee as stated in the UNC Section Y' Gas Charging Statement must be deposited with National Gas as cleared funds. After this, National Gas will begin 'clock start' in order to deliver the connection offer.

Application Fees

Application fees are dependent on the type of connection or modification desired with the NTS. Please refer to The Statement for Gas Transmission Connection Charging – including PARCA and CAM incremental fees* document which can be found on our [Document Library](#).

The application fee is reconcilable.

*Please note that this document is updated regularly. Ensure you are referencing the latest publication for accurate figures.

Timelines



Description	Task Duration	Accumulative Duration
A – Offer clock start	N/A	0 months
B – Concept Design Study*	6 months	6 months
C – Offer acceptance period	3 months	9 months
D – Detailed Design	6 months	15 months
E – Long lead item procurement	14 – 15 months**	30 months
F – Construction / Build	6 months	36 months

* 6-month time scale based on assumption feasibility study isn't required. If required, increase 'B' to 9 months.

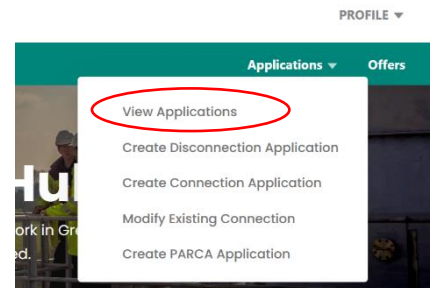
** Current working assumption. This is subject to change depending on demand.

Notification of Acceptance and Clock Start

Customer Notification

Notification of acceptance will be issued by National Gas as soon as reasonably practicable from the date of receipt; subject to the application being a 'Competent Application'.

To view the status of the application, log in to the Gas Customer Hub and select 'view applications', as seen circled. Applicants will receive email updates when their application has moved to the next stage.



Notification of Non-Acceptance

If the application is not accepted by National Gas a notification of rejection and reasons for non-acceptance shall be provided to the Applicant.

Incomplete Information

Where National Gas considers that any information provided by the Applicant is incomplete or unclear or further information is required, the Applicant will be requested to provide further information or clarification as soon as reasonably practicable.

Withdrawal of Application

An application cannot be deleted or withdrawn from the hub once it is submitted. The Applicant may withdraw, by written notification, a Connection Offer Application at any time before the Offer is made. If the Application Fee paid is for an Initial Connection Offer, the Application Fee is fixed and therefore no refund will be issued.

If the Application Fee is for a Full Connection Offer the Application Fee is reconcilable and therefore a refund, minus a deduction for actual costs reasonably incurred by National Gas in preparing the Connection Offer up to that point, will be issued.

Feasibility Study Requirement

Criteria and Assessment

If the request for a new NTS connection is a Minimum Greenfield Connection <50 MW/Min Ramp Rate - National Gas will advise the customer whether there is a requirement for a Feasibility Study.

Please note that there is an additional cost for a Standard Design Feasibility Study, fully reconcilable on completion. This will take up to an additional three months, dependent upon the complexity of site specifics. Please refer to The Statement for Gas Transmission Connection Charging for more details.

Offers

Offer information

Viewing your offer

The Gas Customer Hub will provide you with electronic copies of your connection offer. There is an upload facility to allow you to upload a signed copy of the connection offer and submit it to National Gas.

Summary of Responsibility

This table sets out a summary of responsibilities for customers and National Gas. Specific divisions of responsibility will be detailed with the relevant contracts.

A customer is responsible for	National Gas is responsible for
<p>The design, procurement, construction, commissioning and ongoing operation and maintenance of Customer Assets which are required to perform the following functions:</p> <p>Convey gas at National Gas line pressure (circa 70Bar) from the National Gas assets to the location at which the Customer requires the gas to be used. This typically will involve construction of a gas pipeline.</p> <p>Metering of this gas</p> <p>Gas Quality Monitoring of any entry connection gas and analysis that may be required for the metering calculation requirements.</p> <p>For entry connections, any process that is required to ensure that the gas entering the Network complies with legislation</p> <p>Any Pressure Regulation or Compression that may be required depending on the nature of the connection.</p> <p>A Telecoms & Data interface housing to provide details from the Customers plant, specifically pressures and metering data back to National Gas. To include appropriate connections to the National Gas site Telecoms</p>	<p>The design, procurement, construction, commissioning and ongoing operation and maintenance of the National Gas assets which will perform the following function:</p> <p>A suitable connection to the National Gas Network. Sufficient valve arrangements to ensure gas flows can be managed and that the assets can be maintained.</p> <p>A Telecoms & Data interface housing to relay details received from the Customers plant, specifically pressures and metering data back to National Gas GNCC via appropriate means.</p>

<p>It should be noted that High Pressure Gas Assets are covered by various areas of Legislation. It is suggested that a review of this legislation is undertaken prior to seeking a High Pressure Gas Connection to understand the requirements, for example the likely requirement for Customers to become a Pipeline Operator under the Pipeline Safety Regulations 1996.</p>	
<p>Managing the commissioning of the Customer Assets and ensuring appropriate documentation is provided to National Gas to allow a connection to proceed. This documentation will also include verification of the metering and ensuring that National Gas are invited to witness verification.</p>	
<p>Provision of an Electrical supply for sole use by National Gas</p>	
<p>Land acquisition if required with access/egress for the National Gas connection facility. In addition to any land required for the Customers Assets.</p>	
<p>Temporary facilities, largely by way of land take for Construction / site accommodation purposes.</p>	
<p>Provision of a Telecommunications line for sole use by National Gas</p>	
<p>Consents and Notifications that may be required for successful completion of the works such as Planning Permissions, environmental consents etc.</p>	

What is included in the Works Estimate?

Costs quoted in the Gas Construction Agreement

Part of your offer, alongside the relevant NEA or NExA, will be the Gas Construction Agreement. This document will outline the Works Estimate. The following items are included in this Estimate to build a Minimum Connection (National Gas MOC site only):

- Detailed Design
- Project Management
- Materials (including telemetry kiosk for connections with a Remotely Operable Valve only)
- Contractor Cost
- National Gas Staff Cost

The following items are NOT included in this estimate:

- The pipeline between your site and the connection site (including any required land)
- Any other equipment or works required to transport gas between your site and the connection point (including electrical connection)
- Any equipment or works needed to ensure the gas is suitable for entry into, or exit out of, the gas transmission network (e.g.: gas compression/decompression, gas quality monitoring, metering)
- Costs associated with obtaining planning permission for new or extensions to National Gas sites
- Costs associated with the purchase of third-party land which is required to accommodate the MOC
- The provision of a permanent electricity supply to the MOC site
- The provision of an ADSL communication cable from local exchange point to the MOC
- Any equipment to add odour into the gas supplied from the NTS which has no perceivable odour
- The Application Fee – An application fee will be required on application for a Connection Offer. These fees are contained within the Statement for Gas Transmission Connection Charging and are available on our website
- Any item that is the responsibility of the customer as detailed in the Summary of Responsibilities document

The Works Estimate figure is calculated on the basis of the costs that National Gas Transmission expects to incur. As the figure quoted is only an estimate, it is accompanied by an element of contingency and/or risk, which will reduce as the project develops - up until a MWC is engaged. In the event that costs are to change significantly, a Change Event will be issued to the customer.

Tables – Data Elements

1. Data Input Parameters

Application Section location	Data Title	Further tooltip
	Type of Connection required	Select the type of connection required. Refer to " <i>What Types of Connection are Available?</i> " for details.
	What is your maximum required flow rate?	Enter the maximum required flow rate in standard cubic metres per hour (Scm/hr). From the drop down list choose either Scm/hr x 1000 or Scm/hr.
	What is your maximum delivery pressure?*	Enter the maximum delivery pressure (barg). National Gas will confirm if this is acceptable
	What is your maximum required offtake rate?	Enter the maximum required offtake rate in standard cubic metres per hour (Scm/hr). From the drop down list choose either Scm/hr x 1000 or Scm/hr.
	What is your maximum offtake pressure?*	Enter the maximum required offtake pressure (Barg). National Gas will confirm if this can be provided
Registered Company Details	Country of Incorporation	The country in which the company is incorporated or legally registered
	Company Number	Unique number issued when a company is incorporated or legally registered
	Company Name	Full and official name of legally registered company assigned to company number stated (as Company's House if registered in UK)
	Address	Full registered address of legally registered company assigned to company number stated
	Parent Company Name	Full and official name of parent company if appropriate
	Shipper Short Code (if known)	If the company applying has a Shipper Licence within the UK and has acceded to the Uniform Network Code. Please give the

		Shipper Short Code used in the Gemini system - 3 letters. If not know, enter N/A
	Telephone Number	Telephone number of the registered company
	Fax Number	Fax number of the registered company
Commercial contact	First Name	Full first name of company commercial contact who National Gas should contact regarding this application.
	Last Name(s)	Full last name of company commercial contact
	Job Title*	Job title of company commercial contact
	Address*	Full business address of company commercial contact
	Email address	Email address of company commercial contact
	Telephone Number	Telephone number of company commercial contact

	Fax Number	Fax number of company commercial contact
Invoice Contact	First Name	Full first name of company invoice contact
	Last Name(s)	Full last name of company invoice contact
	Job Title	Job title of company invoice contact
	Address	Full business address of company invoice contact
	Email address	Email address of company invoice contact
	Telephone Number	Telephone number of company invoice contact
	Fax Number	Fax number of company invoice contact
	Customer purchase order number (if available)	If you have a Purchase Order number you would like us to use when raising invoices please provide here.
	Summary of Connection Application	Details should be provided of the nature of the Project to be connected, connection required and any specific information to assist your application.
	Type of Connection required*	The type of connection required should be selected from the list.
	Will you require gas from the NTS for	Indicate with Y/N if you will require to use NTS gas to commission the new connection.

	commissioning purposes?*	
	First gas flow date required for commissioning purposes	Enter date that gas is first expected to be required to flow from or into the NTS
	First gas flow date required for commercial purposes	Enter the date that capacity within the NTS is expected to be required for information. This does not confirm Capacity rights. Capacity must be acquired via the Uniform Network Code processes. NTS Capacity is required to flow gas.
ENTRY	Maximum required instantaneous delivery rate	Enter the maximum required instantaneous delivery rate in standard cubic metres per hour (Scm/hr). Choose from the drop down list either Scm/hr or Scm/hr x 1000
	Peak hourly energy flow	Enter the peak hourly energy flow in Gigawatt Hours per hour (GWh/h)
	Maximum required daily delivery rate	Enter the maximum required daily delivery rate in standard cubic metres per hour x 1000 (Scm/hr x 1000).
	Capacity requirement	Enter the daily capacity required in Kilowatt hour per day (kWh/day)
	CV used for energy/volume conversions	Enter the calorific Value (CV) used for energy/volume conversion in Megajoules per metre ³ (MJ/m ³). For the NTS the range should be 36.9MJ/m ³ to 42.3MJ/m ³ as stated in the National Gas Ten Year Statement
	Own use gas requirements	Please enter on excel download as prompted.
	Offtake	Enter offtake rate in Megajoules per minute (MJ/min). Above 50 MW/min may require National Gas to carry a ramp rate study to determine the impact on the wider NTS. For "Entry-only" connections, enter 0.
	Delivery	Enter delivery rate in Megajoules per minute (MJ/min). Above 50 MW/min may require National Gas to carry a ramp rate study to determine the impact on the wider NTS. For "Exit-only" connections, enter 0.
	Emergency shut down	Enter the Emergency Shutdown (ESD) rate in Megajoules/minute (MJ/min).

Connection Offer page	Type of Request	A Full Connection Offer provides an offer including Conceptual Design study. An Initial Connection Offer is a feasibility for the connection and a Full Connection Offer would still be required. Application Fees are applicable and can be found in the Connection Charging Statement.
Bespoke - New Connection	Summary of Connection Application	
	Maximum anticipated delivery pressure*	Enter the maximum delivery pressure (barg). National Gas will confirm if this is acceptable
	Maximum required instantaneous offtake rate	Enter the maximum instantaneous offtake rate in standard cubic metres per hour (Scm/hr). From the drop down list choose either Scm/hr x 1000 or Scm/hr.
	Peak hourly energy flow	
	Maximum required daily offtake rate	Enter the maximum required daily offtake rate in standard cubic metres per day (Scm/day). From the drop down list choose either Scm/hr x 1000 or Scm/hr.
	Capacity requirement	
	Minimum required offtake pressure	Enter the minimum required offtake pressure (Barg). National Gas will confirm if this can be provided



Guidance note: At each stage of a gas connection and/or the reservation of capacity, you will be asked to agree to terms and conditions, however, not all of the terms and conditions which follow apply to each stage of a gas connection and/or the reservation of capacity. Paragraph 1.3 explains which of these terms and conditions are applicable to each stage of a gas connection and/or the reservation of capacity e.g. if you are applying to connect, but not reserve capacity, paragraphs 1-4 and 6 and 7 will apply, but paragraph 5 will not.

1. Introduction

- 1.1** **1.1 The Gas Customer Hub.** The Website on which these terms and conditions are located (the “Hub”) is the means by which you may apply to connect to and reserve capacity on the gas national transmission system. These terms and conditions apply to the use and application of the Hub.
- 1.2** **Definitions.** In these terms and conditions references to “we”, “our” and “us” refer to National Gas plc and references to “you” and “your” refer (save for 2.2 below) to the company using the Hub, the Connection Applicant (as defined in the UNC) and/or the PARCA Applicant (as defined in the UNC). These terms and conditions use terms defined in the document known as the Uniform Network Code which governs the transportation of gas in Great Britain (the “UNC”).
- 1.3** **What these terms cover.** The following paragraphs of these terms and conditions apply as follows:
- (a) Paragraph 2 applies when you register to use the Hub to:
 - (i) connect to the NTS (as defined in the UNC) at a new System Point (as defined in the UNC),
 - (ii) modify an existing System Point,
 - (iii) disconnect a System Point from the NTS, or
 - (b) reserve System Capacity (as defined in the UNC) using a PARCA (as defined in the UNC).
 - (c) Paragraph 4 applies when and is the means by which you submit a Connection Application (as defined in the UNC).

- (d) Paragraph 5 applies when and is the means by which you submit a PARCA Application (as defined in the UNC).
- (e) Paragraphs 6 and 7 apply generally in relation to these terms and conditions and the Portal.

2. Registration to Connect and / or Reserve Capacity

2.1 Terms applying by using the Gas Customer Hub. By using the Hub you are subject to the Terms and Conditions and Privacy Policy <https://www.nationalgas.com/privacy-policy> of that website. Those Terms and Conditions and that Privacy Policy apply equally to your use of the Hub.

2.2 Personal Data. The personal data you, as an individual, provide through the Hub will be used to contact you, as an individual, regarding the application made by the company which you represent. We respect your, as an individual, Personal Data and will not pass your Personal Data to any third person without your consent, unless required to do so by law. Your, as an individual, Personal Data will be managed in line with the General Data Protection Regulations 2016/679 and the Data Protection Act 2018. To find out how we manage your, as an individual, Personal Data, please see the National Gas Privacy Policy at <https://www.nationalgas.com/privacy-policy>.

2.3 Accuracy of Information. Please ensure that the information with which you provide us is accurate. We will rely on it for the purposes of your application through the Hub and will not take any steps to verify its accuracy.

3. Submitting a Connection Application

3.1. Submitting a Connection Application. By clicking “SUBMIT APPLICATION” you are submitting a Connection Application. Your Connection Application will include (a) the data which you have uploaded to the Hub; and (b) these terms and conditions by which you agree to be bound.

3.2. Connection Application Fee: The “Statement for Gas Transmission Connection Charging” (published in our [document library](#)) applies to your Connection Application and if you submit a Connection Application, you shall pay the Connection Application Fee in accordance with that statement.

3.3. Terms of the UNC applying to a Connection Application. If you are a User (as defined in the UNC) the terms of the UNC shall apply to your Connection Application. If you are not a User, you agree that the following provisions (or their equivalent following any renumbering of the UNC) of the UNC are incorporated into and shall apply, mutatis mutandis, to your Connection Application provided that references to (i) “User” shall be references to you, the Connection Applicant, (ii) references to “Transporter” shall be references to us and (iii) references to the “Code” or “Framework Agreement” shall be references to this Connection Application:

- General Terms Section B, Paragraph 3 (*Force majeure*);

- General Terms Section B, Paragraph 6 (*General*);
- Transportation Principal Document (“TPD”) Section S, Paragraph 5 (Invoicing and Payment);
- TPD Section V, Paragraph 5 (*Confidentiality*), Paragraph 8 (*Liabilities and Indemnities*) and Paragraph 13 (*Connection Applications*);
- TPD Section Y Section 5 (*Charging Methodology*)

4.1 Other terms applying to a Connection Application. If you proceed with a Connection Application you will be required to enter into a Construction Agreement (as defined in the UNC), also known as a “Connection Construction Agreement”, containing the terms on which your connection work will be carried out. Other terms and conditions may apply in relation to your Connection Application. More information about the process and terms applying to a Connection Application can be found on the “nationalgas UK” [Connection webpage](#).

5. Submitting a PARCA Application

- 5.1 Submitting a PARCA Application.** This is done through the Gas Customer Hub. Your PARCA Application will include (a) the data which you have uploaded onto the hub; and (b) these terms and conditions by which you agree to be bound.
- 5.2 PARCA Application Fee.** The “Statement for Gas Transmission Connection Charging” applies to your PARCA Application and if you submit PARCA Application, you shall pay the PARCA Application Fee in accordance with that statement. The PARCA Application Fee is subject to change in accordance with that statement.
- 5.3 Terms of the UNC applying to a PARCA Application.** If you are a User the terms of the UNC shall apply to your PARCA Application. If you are not a User, you agree that the following provisions (or their equivalent following any renumbering of the UNC) of the UNC are incorporated into and shall apply, mutatis mutandis, to this PARCA Application provided that references to “User” shall be references to the PARCA Applicant, references to “Transporter” shall be references to us and references to the “Code” or “Framework Agreement” are references to this PARCA Application:

- General Terms Section B Paragraph 3 (*Force Majeure*);
- General Terms Section B Paragraph 6 (*General*);
- TPD Section B Paragraph 1.2.1 and 1.14 to 1.18 inclusive (*Introduction*), Paragraph 2 (*NTS Entry Capacity*) and Paragraph 3 (*NTW Exit Capacity*);
- TPD Section S Paragraph 5 (*Invoicing and Payment*);

- TPD Section V Paragraph 5 (*Confidentiality*) and Paragraph 8 (*Liabilities and Indemnities*); and

- TPD Section Y Section 5 (*Reservation of Capacity through a PARCA*)

- 5.4 **Other terms applying to a PARCA Application:** If you proceed with a PARCA Application you will be required to enter into a PARCA (as defined in the UNC), an agreement containing the terms on which capacity is reserved. Other terms and conditions may apply in relation to your PARCA Application. More information about the process and terms applying to a PARCA Application can be found on the “nationalgas UK” website [PARCA webpage](#).

6. Other terms

- 6.1 **Inconsistency with UNC.** If there is any inconsistency, or conflict between anything contained, or referred to in these terms and conditions, or the Portal and the UNC, the UNC shall prevail.
- 6.2 **Disclaimer.** We disclaim any liability to you for the content or performance of the Portal and we have no obligation to ensure its content is correct or up to date.
- 6.3 **Security.** The details registered with the Portal are for your use only. You shall not give the password required to access the Portal to anyone else.
- 6.4 **Laws applying to these terms and conditions and where legal proceedings shall be brought.** Any dispute or claim arising out of, or in connection with, the use of the Portal (including noncontractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales and the courts of England and Wales shall have exclusive jurisdiction to settle any such dispute or claim.

7. General Information and Guidance

- 7.1 **General information and guidance on the process and the Hub.** This can be found in the following:
- The Gas Customer Hub User Guide
 - The Connections Guide
 - FAQs
- 7.2 **Contact details.** If you have any questions regarding the Hub, your application or the above terms please contact us at box.UKTcustomerlifecycle@nationalgas.com.

Associated Documents

You may find these related links useful:

The Uniform Network Code, Transportation Principal Document

<http://www.gasgovernance.co.uk/TPD>

NTS Connections process defined in UNC TPD, Section V

[https://gasgov-mst-files.s3.eu-west-1.amazonaws.com/s3fs-public/ggf/page/2019https://gasgov-mst-files.s3.eu-west-1.amazonaws.com/s3fs-public/ggf/page/2019-01/22 TPD Section V - General_2.pdf](https://gasgov-mst-files.s3.eu-west-1.amazonaws.com/s3fs-public/ggf/page/2019https://gasgov-mst-files.s3.eu-west-1.amazonaws.com/s3fs-public/ggf/page/2019-01/22%20TPD%20Section%20V%20-%20General_2.pdf)

NTS Connections Charging Methodology defined in UNC TPD, Section Y [https://gasgov-mst-files.s3.eu-west-1.amazonaws.com/s3fs-public/ggf/page/2019https://gasgov-mst-files.s3.eu-west-1.amazonaws.com/s3fs-public/ggf/page/2019-01/24 TPD Section Y - Charging Methodologies.pdf](https://gasgov-mst-files.s3.eu-west-1.amazonaws.com/s3fs-public/ggf/page/2019https://gasgov-mst-files.s3.eu-west-1.amazonaws.com/s3fs-public/ggf/page/2019-01/24%20TPD%20Section%20Y%20-%20Charging%20Methodologies.pdf)

PARCA – Reservation of Capacity

<https://www.nationalgas.com/reserving-capacity-parca-and-cam>

Land and Development

<https://www.nationalgas.com/land-and-assets>

<https://www.nationalgas.com/land-and-assets/planning-and-development>

Gas Transmission Capacity Guidelines

<https://www.nationalgas.com/sites/default/files/documents/Capacity%20Guidelines%20June%202022.pdf>

Ofgem <https://www.ofgem.gov.uk/>

National Gas Ten Year Statement <https://www.nationalgas.com/insight-and-innovation/gas-ten-year-statement-gtys>