



Indigo Pipelines Limited

Disconnection Charges For Individual Domestic Properties

Effective 1 April 2022

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Introduction

The following Charges Statement sets out the principles and methods used to determine charges for Gas Distribution Disconnection Services. This applies to individual disconnections at an **existing domestic property** (consumption less than 73,200 kWh per annum) connected to an Indigo Pipelines Limited network, as per our Gas Transporters Licence Condition 4b.

Indigo Pipelines Limited is committed to delivering the best possible service to our consumers. The operation of Indigo Pipelines' network assets has been contracted to SSE Energy Solutions, a trading name of SSE Utility Solutions Ltd, part of SSE plc. SSE is a major utility with many years of experience building and operating public gas networks.

Indigo Pipelines aims to recover those costs it reasonably expects to incur when we provide disconnection services via our contractor SSE Energy Solutions. Charges reflect the cost of labour, materials and any other expenses required to carry out the work of the customers' requirements. Each cost element will include an appropriate level of overhead.

This Disconnection Charges Statement replaces any statement previously published by Indigo Pipelines under its current name or former name of SSE Pipelines Limited.

Important Information

The following types of disconnections from an Indigo Pipelines network will be quoted on a case-by-case basis:

- Industrial & Commercial Disconnections
- Multi-Site Disconnections
- Applications from Housing Developers, Agents or Landlords*

* Evidence in respect of the identification of the person who owns / occupies a premise may be required.

Disconnections will be made at the Indigo Pipelines gas main where the service will be disconnected from our network, the service pipe to your property will not be removed. To find out the location of your Indigo Pipelines gas main, please contact our contractor, SSE Energy Solutions, you can find their contact details in the 'Contacting Us' section of this document.

All disconnections are quoted **without** the removal of any metering equipment. To arrange disconnection and removal of any metering equipment, please contact your Registered Supplier. **The meter must be removed prior to the service being disconnected.**

Quotations are provided based on information supplied by the requestor; if this information is found to be incorrect, Indigo Pipelines reserve the right to charge an additional fee to cover the costs of any additional work required.

Standard Disconnection Charges

The following table shows Disconnection Charges for a domestic customer wishing to disconnect from an Indigo Pipelines network:

Disconnection Surface Type	Standard Charge
Public Highway	£950
Pavement / Footpath	£844
Unmade	£634

- Prices include excavation, disconnection and purge of service and relay of the appropriate surface type.
- Does not include removal of service pipe.
- Does not include easements and consents, road closure notices or dual services.

All prices exclude Value Added Tax.

Contacting Us

If you contact us, your personal data will be processed by Indigo Pipelines Limited (or by SSE Energy Solutions on our behalf) to communicate with you and deal with your enquiry, to provide the requested services to you and as part of our efforts to monitor customer communications for quality and training purposes. As a data subject, you have rights relating to your personal data. Full details are set out in:

(1) the Indigo Pipelines Limited privacy notice, which can be accessed at <https://www.indigonetworks.co.uk/privacy-policy/> and

(2) the SSE Energy Solutions privacy notice, which can be accessed at <https://sseenergysolutions.co.uk/privacy-policy/>

Arrange a Disconnection

To obtain further information about any of the domestic services set out in this document, or to request a quotation for a disconnection from an Indigo Pipelines network, please contact:

Gas Commercial Operations Team
SSE Energy Solutions
One Forbury Place
Forbury Road
Reading
Berkshire
RG1 3JH

Tel: 0345 078 6739

Email: indigoconnections@sse.com

Customer Complaints

Indigo Pipelines and our sub-contractor, SSE Energy Solutions, are committed to offering the very best in customer service; however, we recognise that sometimes things can go wrong. We want to know when this happens so we can sort out any problems as quickly as possible. SSE Energy Solutions and Indigo Pipelines treat all complaints seriously and confidentially. Your complaint will be handled in a courteous, prompt, and straightforward manner.

If there is a problem with the service you have received from SSE Energy Solutions (acting on behalf of Indigo Pipelines), then please in the first instance speak with the SSE Energy Solutions representative on site or phone SSE Energy Solutions' Customer Service Centre on the number below. It will be helpful, when contacting us, if you can provide any information relating to your enquiry, such as reference numbers, so that we can deal with your issue efficiently.

Our Code of Practice outlines our Complaints Procedure and is available to view on our website or a copy be sent to you upon request.

In the first instance, complaints should be raised with our contractor SSE Energy Solutions by contacting:

Tel: 0345 078 6739

Email: ssepl.supplypoint.enquiries@sse.com

Gas Emergencies: 0800 111 999

If you smell gas or are worried about gas safety, call the National Gas Emergency Number on 0800 111 999 immediately.

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