



Indigo Pipelines Limited

Connection Charges For Individual Domestic Properties

Effective 1 April 2023

Contents

Introduction	2
Standard Connection Charges	3
Connection Charging Example	4
Connections for Fuel Poor Customers	5
Contacting Us	6
Customer Complaints	7

Introduction

The following Charges statement sets out the principles and methods used to determine charges for gas distribution connection services. This applies to an individual connection to an **existing domestic property** (consumption under 73,200 kWh per annum) located within 23 metres of an Indigo Pipelines 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 connection services via our contractor SSE Energy Solutions.

Important Information

The following types of connections to an Indigo Pipelines network will be quoted on a case-by-case basis by SSE Energy Solutions:

- Industrial & Commercial Connections
- Multi-Site Connections
- Connection to a New Build domestic property
- Connection from an Intermediate or Medium Pressure Indigo Pipelines network*
- Applications from Housing Developers, Agents or Landlords**

* To find out the pressure type of your nearest Indigo Pipelines network or if you have any questions regarding a connection to our network, please refer to the *Contacting Us* section of this leaflet.

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

All connections are quoted **without** the provision of a meter. To arrange the installation of a gas meter you must contract with a licensed Gas Supplier, you can obtain a list of Licensed Gas Suppliers by contacting Ofgem.

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 Connection Charges

These charges are applicable for a domestic customer wishing to connect to the Indigo Pipelines Low Pressure network.

The connection and up to the first 10 metres of pipework in Public Land only is given free of charge irrespective of the Surface Type.

Additional lengths of pipework will be charged at the following rates:

Public Land

Surface Type	Cost per Metre
Road / Highway	£354
'A' Class Carriageway	£474
Pavement / Footpath	£181
Unmade (Grass, Verges etc)	£121

Private Land

Surface Type	Cost per Metre
Drive / Footpath	£151
Unmade/Lawn	£91

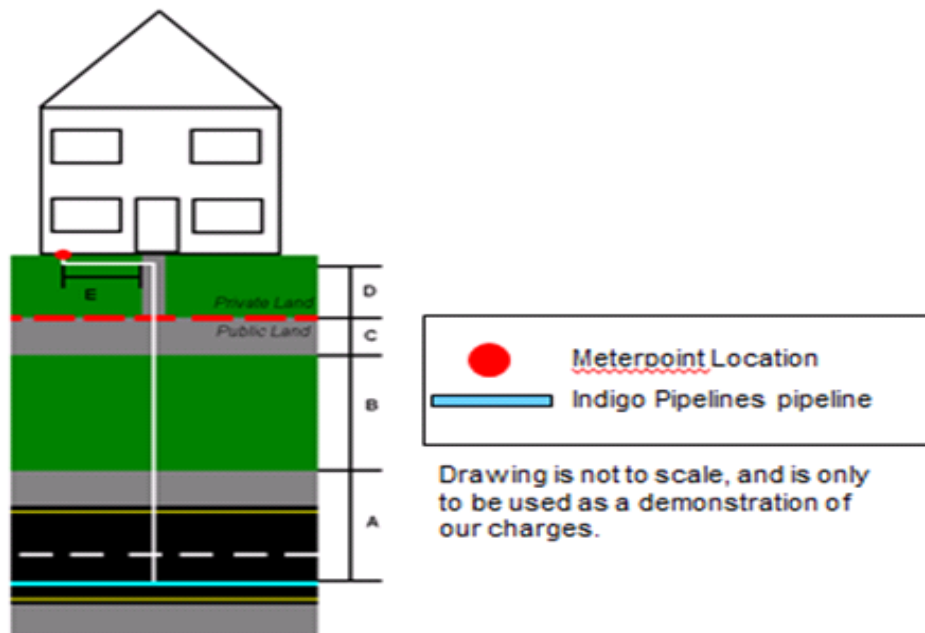
Meter Box (Optional)

Once installed, the meter box becomes the property and responsibility of the customer.

Gas Meter to be provided by your Gas Supplier

Meter Box Type	Cost
Unibox	£181
Bolt on Box	£181
Cavity Wall Box (to be fitted by Owner/Occupier)	£121

An example of these Standard Charges is provided below:



Section	Type	Distance	Cost
Section A	Public Highway/Footpath	10 Metres	FREE
Section B	Public Unmade	5 Metres	£605 (5 x £121)
Section C	Public Footpath	1 Metre	£181
Section D	Private Footpath	1 Metre	£151
Section E	Private Unmade	2 Metres	£182 (2 x £91)
Meter Box	Unibox		£181
Total			£

Connections for Fuel Poor Customers

The Fuel Poor Network Extension Scheme is delivered by Gas Transporters in partnership with other organisations. It aims to help vulnerable and fuel poor households switch to a natural gas or heat network to heat their homes. The scheme provides funding to eligible households which helps cover the costs of connecting to a gas or heat network.

Eligible customers that can qualify for the fuel poor discount scheme are those that:

- Reside within the 25% most deprived areas, as measured by the Government's Index of Multiple Deprivation (IMD); or
- are eligible for support under Home Heating Cost Reduction Obligation in England, Wales and Scotland Nest in Wales or the Home Energy Efficiency Programmes in Scotland; or
- You must be in fuel poverty based on the latest government definition or indicator, currently:
 - In England, the Low-Income High-Cost Indicator where a household's income is below the poverty line (taking into account energy costs) and its energy costs are higher than is typical for its household type
 - In Scotland and Wales, a household spends more than 10% of disposable income on all household fuel use

If you think you may be eligible for funding, please contact us and we will advise you of the Fuel Poor agency for your area who can assess your eligibility and provide additional services. We will use the Ofgem voucher calculator to assess the voucher value available to you. In most cases, the voucher will cover the cost of the connection, however, if the cost of the work required to make the connection is greater than the voucher value, you will be required to contribute.

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/>

Get Connected

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

Gas Network Management Team
SSE Energy Solutions
One Forbury Place
Forbury Road
Reading
Berkshire
RG1 3JH

Tel: 0345 072 1919

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.

Indigo Pipelines Limited

15 Diddenham Court
Lambwood Hill Grazeley

Reading RG7 1JQ

www.indigonetworks.co.uk

T: +44 (0) 131 209 7900

F: +44 (0) 131 209 7901

E: enquiries@indigopipelines.co.uk

Registered in England No: 02742721