



Application for the Alteration of a Domestic Gas Supply

Effective 1 April 2023

Indigo Pipelines Limited (Indigo Pipelines) is a Licenced Gas Transporter.

Indigo Pipelines 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 gas networks.

This document explains how you can apply for the alteration of an Indigo Pipelines gas connection. Applications should be made to SSE Energy Solutions at the address supplied on page 22 of this document. SSE Energy Solutions will undertake the required alterations, under the terms of this document, on behalf of Indigo Pipelines.

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1) Step-by-Step Process

Timescales (Working Days)

Step 1	Complete application form and return it to SSE Energy Solutions.	
Step 2	SSE Energy Solutions will make contact with you to confirm receipt of your application form and we have all information required to provide you with a quotation.	Within 4 working days
Step 3	SSE Energy Solutions may need to send someone to meet with you to undertake a site survey, our contractor will contact you by telephone to arrange a suitable date and time if this is necessary.	
Step 4	SSE Energy Solutions will send your quotation by post or email.	Within 4 working days if no site visit required; within 11 working days where a visit is required
Step 5	Should you wish to accept our quotation please complete the acceptance form and return with payment within the validity period of the quotation.	
Step 6	SSE Energy Solutions will contact you to confirm we have received your acceptance and payment.	Within 5 working days
Step 7	Our contractor will contact you by telephone to agree a date for the work to start and finish, a letter to confirm agreed dates will follow.	Within 5 – 20 working days Please note that this timescale quoted relates to the time it takes us to agree a start date with you. This is NOT the time it will take to complete the works.
Step 8	Our contractor will contact you by telephone prior to work commencement to ensure site is ready and to confirm the excavation works have been carried out and, where required, the meter box or meter bracket is installed.	Approximately 5 working days before works commence

The timescales above are approximate. However, there are some factors that may affect our lead times and these are explained in more detail in the 'Factors affecting timescales' section on page 14

2) Approved Gas Meter Boxes

You must supply and install all Meter Boxes prior to commencing work

Built-in or Cavity Meter Box

The Box must comply with BS 8499: 2009

Dimensions H 595mm x W 409mm x D 210mm.

This box is actually built in to the structure of the wall.

It is very important that the box slots into the recess. No drill holes should be used to secure the box as this would allow any escaping gas to enter a cavity of the building and render the box unsafe. The box must not be fitted closer than 150mm from cavity wall air bricks.

Your Builder must supply and install this Meter box*



MITRAS UNIBOX – UB2

Height 500mm. Width 459mm

The UNIBOX is the preferred semi-concealed meter box and may be semi buried or surface mounted.

The box must not be fitted directly beneath a window opening and no closer than 150mm from cavity wall air bricks.

You must supply and install this Meter box prior to commencing work*



Surface Mounted Meter Box

Dimensions H 503mm x W 408mm x D 224mm.

This box bolts straight onto your outside wall.

It is not suitable for use on walls which face directly onto pavements, public footpaths or shared access routes due to its depth.

The box must be fitted no closer than 150mm from cavity wall air bricks.

You must supply and install this Meter box prior to commencing work*



2) Approved Gas Meter Boxes

Internal Meter Position

The internal Meter position is intended for where the property faces directly onto the pavement or shared access route.

You must provide and install the meter bracket for this type of installation. Meter brackets are available from leading UK Builders Merchants



*** Obtaining Approved Meter Boxes**

All approved meter boxes are available from leading UK Builders Merchants.

Please note this may require you to place a special order.

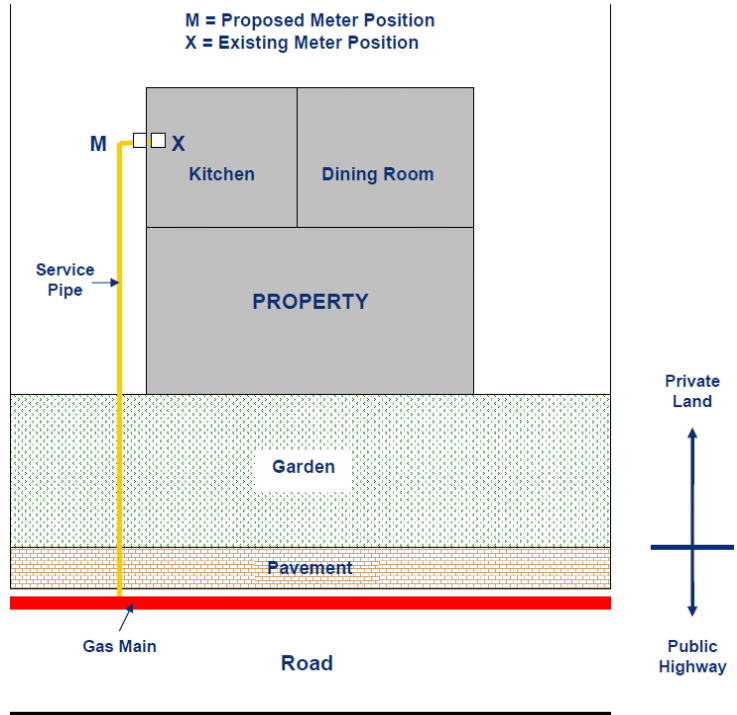
3) Examples of Alterations

The examples below explain how the way in which you alter your meter position can affect the price of your quotation

1) Back-to-Back Alteration (1)

A back-to-back alteration is where you are proposing to move your meter to the other side of the wall and no extra service pipe length is required.

Example 1 below shows how the Internal meter is being moved directly outside to an external meter box.

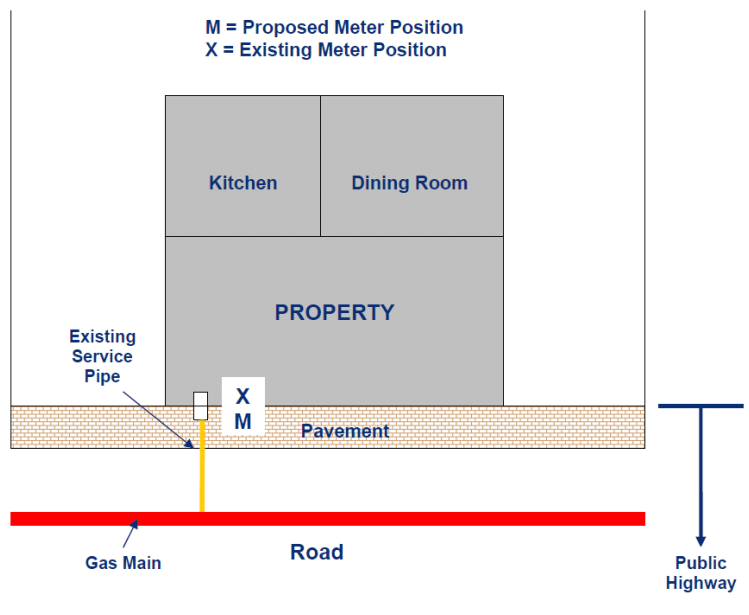


2) Back-to-Back Alteration (2)

Another example of a back-to-back alteration. In Example 2 the internal meter is again being moved directly outside to an external meter box.

However in this instance it should be noted that due to safety considerations only a built-in meter box would be accepted in this situation.

As this also requires work in the Public Highway a bespoke quotation will be required



3) Examples of Alterations

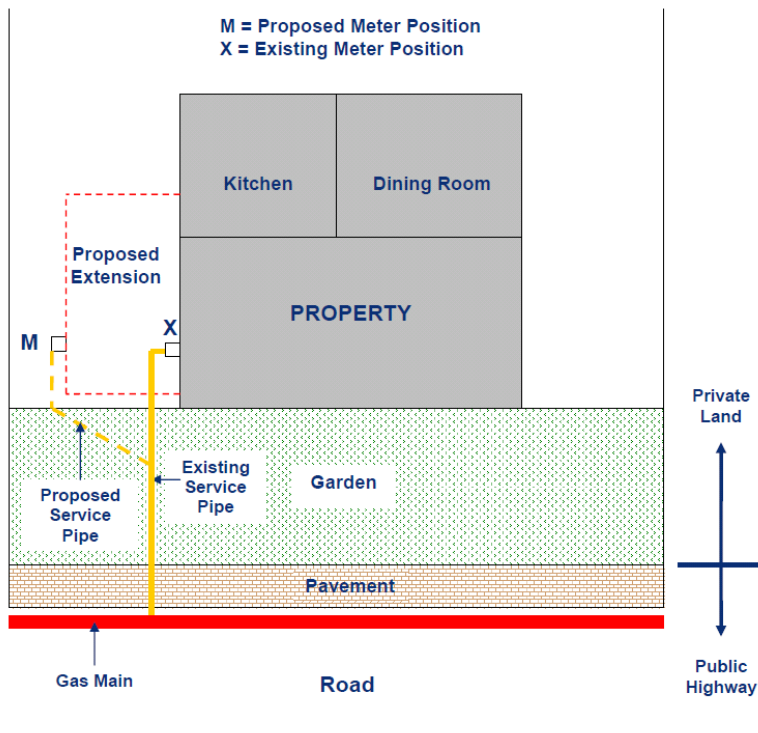
3) Basic Alteration

A basic alteration is any alteration work up to and including **5m** of additional pipe. In Example 3 the meter is being moved to the outside wall of the proposed extension to the house.

This may require 2 separate visits in order to complete the works.

- 1) To disconnect the service to enable works to progress.
- 2) To reconnect the service to the new meter position

All excavation in this example would be carried out by the Customer / Customer's Contractor as proposed route is in private land.



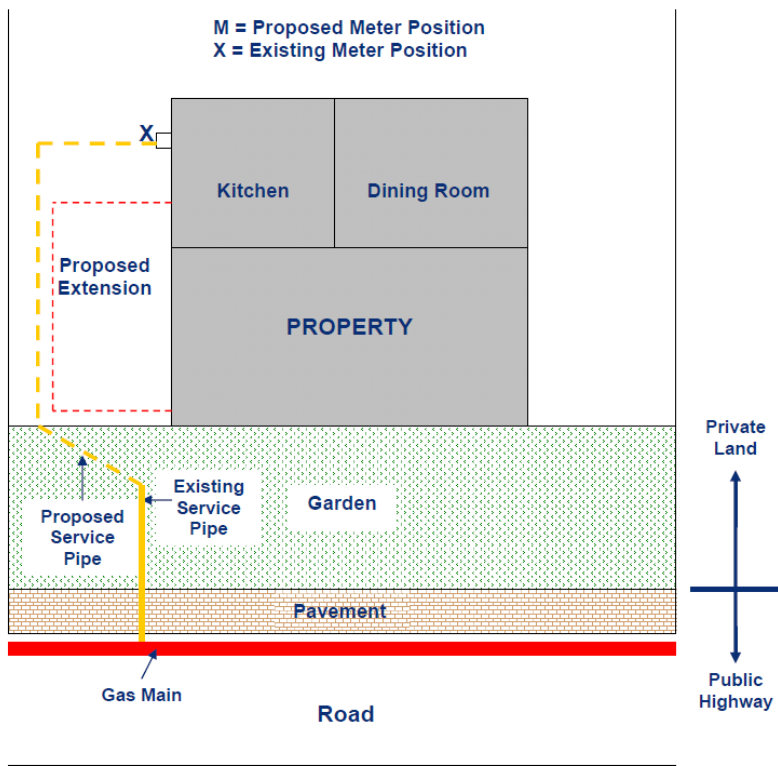
Please note you will have to select a new meter box from the approved list of meter boxes. Your existing semi-concealed meter box will only be acceptable for re-use if it is the 'Unibox' version.

3) Examples of Alterations

4) Extra Length Alteration

This is where you require more than **5m** of additional service pipe. In Example 4 the meter remains where it is currently located but the service pipe is extended around the proposed extension.

All excavation in this example would be carried out by the **Customer / Customer's Contractor** as proposed route is in private land.



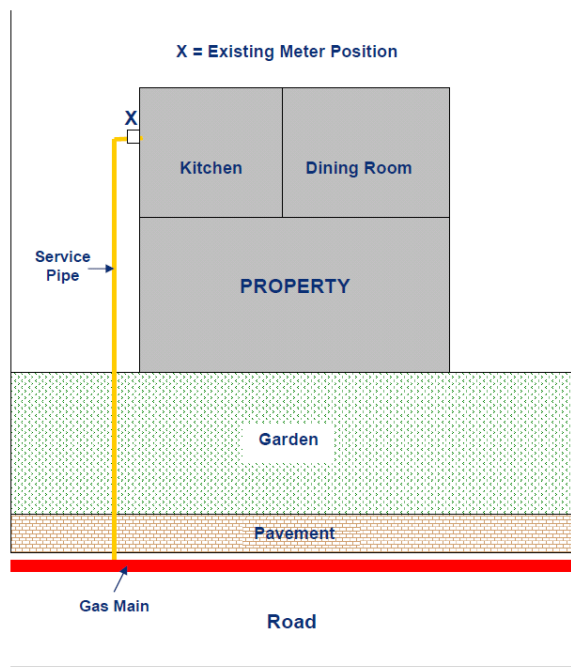
5) Replacement of Damaged / Flooded Semi-Concealed Meter Boxes

With this option we can replace a damaged or flooded semi-concealed meter box.

Please note we will only accept the current approved Unibox type semi-concealed meter box in the same position.

This will require excavation work to be carried out by SSE Energy Solutions.

Please note, If you require a replacement lid only these can be obtained from leading UK Builders Merchants complete with fitting instructions.



4) Advice on Completing your Application Form

Part 3 - Meter / Meter Box Details

Indicate what type of meter box you have.

Part 4 – Property Sketch and Meter Positions

We require you to provide a sketch and photographs. This is very important as this gives us an indication of the meter positions and any surrounding features that may affect works. Try to be as detailed as possible.

Look out for things like manhole covers and drains which indicate where other underground services are positioned.

There are other rules about where you can locate your meter, most importantly it must not be a danger to anyone else and should not be sited where it can be easily damaged. Additionally, it must be in a position where you can easily reach and operate the emergency control valve.

You **cannot** site a meter in the following locations:

Close to a source of heat or where it will be affected by extreme hot or cold temperatures,

- Within 300mm of the flue of a gas appliance
- Within 150mm of an electricity meter
- In or near a place where food is stored
- In a place where the meter is likely to rust or come into contact with corrosive chemicals (for example under a kitchen sink)
- Under stairs or in a shared hallway/passageway
- On cement or a floor that may be frequently wet

Please note:

We will only move your meter if the emergency control valve also needs to be moved. Otherwise a Gas Safe Engineer can move the meter for you.

4) Advice on Completing your Application Form

Part 6 – Reconnecting Your Meter

Once we have moved your service pipe you will need to get your meter reconnected.

If your meter is subsequently found to be damaged or has incurred water damage following our site survey you will be advised to contact your Gas Supplier to arrange for a replacement meter prior to any work being carried out. This must be done as early as possible. You will not be able to use gas unless you arrange for this work to be carried out.

	What we will do	What you need to do
Partial Reconnection	We will disconnect your meter, move it and reconnect it to the new service pipe. We will not reconnect the meter back to your internal pipework.	Arrange for a Gas Safe engineer to visit your property after we have completed our work. They will connect your supply back to the internal pipework. You will not be able to use gas unless you arrange for this work to be carried out.

5) Alteration Charges

Statement of Charges

SSE Energy Solutions Service Alteration charges are subject to bespoke quotation, based on the length and complexity of the alteration, with the charge being cost reflective.

Option 1 – Service Alteration with Partial Reconnection

Customer to carry out all excavation work, to expose the existing gas service pipe at the service connection point and provide suitable trench, minimum 450mm depth to SSE Energy Solutions requirements.

Customer to provide suitable fine fill material to bed and surround pipe to 75mm cover. This material should be available on site and assistance provided in moving it to where the pipe is being laid.

Excludes supply and fit of suitable, approved gas meter box

Excludes reinstatement of specialist hard surfaces – e.g. coloured tarmac, tiles, mosaic or embossed concrete surfaces.

Customers are also advised to relocate or protect growing plants as SSE Energy Solutions will not replace any that are damaged or destroyed.

5) Alteration Charges

Option 2 – Replacement of Damaged / Flooded Semi-Concealed Meter Box with Partial Reconnection

Please note we will only accept the current approved “Unibox” type semi-concealed meter box in the same position.

We strongly recommend photographs are provided to assist with identifying the cause and extent of the damage, and the remedial works required.

Customer to carry out all excavation work, to expose the existing gas service pipe at the service connection point and provide suitable trench, minimum 450mm depth to SSE Energy Solutions requirements.

Customer to provide suitable fine fill material to bed and surround pipe to 75mm cover. This material should be available on site and assistance provided in moving it to where the pipe is being laid.

Excludes supply of approved new semi concealed Unibox.

Excludes reinstatement of specialist hard surfaces – e.g. coloured tarmac, tiles, mosaic or embossed concrete surfaces.

Customers are also advised to relocate or protect growing plants as SSE Enterprise Utilities will not replace any that are damaged or destroyed.

6) Eligibility Criteria

Eligibility Criteria for Service Pipe Alterations – All Options

Both the service pipe and the alterations to the service pipe must fulfil the following criteria to be eligible for a Service Alteration by SSE Energy Solutions:

- Service pipe is owned by Indigo Pipelines;
- Service pipe diameter 32mm polyethylene/1" metallic, or less;
- Operating at a pressure of below 2barg;
- The existing service entry (the point at which the service enters your property) is not more than 3m above ground level;
- The proposed service entry (the point at which the service enters your property) is not more than 3m above ground level;
- The total length of the alteration is not more than 20 metres;
- The pipe to be altered is a pipe that is designed to supply one or two supply meter points;
- No unusual security or similar access restrictions apply - e.g. where property is located within a secure military base a standard charge will not be applicable;
- At the time of the request the customer does not anticipate that the completion of the works will be affected by any unusual health, safety or environmental risks – e.g. working under scaffolding erected by others, the presence of asbestos dust etc.

7) Other Important Information

Variations and choosing someone to act on your behalf

We will need access to your property to alter or install your gas supply. You need to ensure that your nominated representative is there when we arrive. You must have obtained permission from the property owner for the works.

When we arrive on site we may find a problem that could not have been identified earlier which could result in a change to the overall scope of the work. Therefore we may need to change our contract and send you a new quote to cover any additional/changed work.

If this happens, we may be able to offer you a variation. This may include a change in the price that you or the person acting on your behalf must agree to before we can continue work. The revised price may be higher or lower than the original price quoted.

As a result of all the above, it is essential that whoever you nominate to be on site in your absence is authorised by you to agree to any changes.

Factors that may affect our timescales

Sometimes, events occur that are out of our control and these may cause a delay to your job being completed. A list of some of these events is detailed below. If any of these do take place then we will notify you and make you aware of any problems that subsequently arise.

Easements and Consents	If you determine that we will need to cross land not owned by you or we determine this through a site survey or land registry check, then we may need to ensure a legal consent or easement is in place. This will need to be negotiated prior to commencement of works on site. Please note that this can lead to delays and may have cost implications
Dual Services	<p>Occasionally when we start the work, we may discover that your supply is connected to your neighbour's supply. This is rare, but if this is the case, we may have to split the supply and lay two separate services, one for you and one for your neighbour. This is at no additional cost, but we will require access to your neighbour's gas supply to carry out the work.</p> <p>We will try to do this on the same day subject to your neighbour's availability and their granting us immediate access to relay their supply.</p>
Road Notices	<p>Where excavation work is required in the public highway, we require permission from the local Highway Authority to carry out.</p> <p>On occasion we may be required to use temporary traffic lights or even apply for a road closure. In some instances this can cause a delay in work being carried out. We will keep you informed if this is the case.</p>

8) Application for the Alteration of a Gas Supply Connected to an Indigo Pipelines Network

It is essential that you check all guidance notes prior to completion of this application form.

Please ensure that you fully complete all sections. Failure to do so may result in your application being delayed.

SECTION 1 - Customer and Site Details			
Customer Details – ‘CUSTOMER’			
Name			
Correspondence Address:	Phone Number		
	Mobile Number		
Postcode		e-mail address	
Site Details – ‘PREMISES’			
Is the <u>site</u> address the same as the address above?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
If NO, please provide details below			
Site Address:	Phone Number		
	Mobile Number		
Postcode		e-mail address	
Please provide MPRN (Meter Point Reference Number) for the supply to be altered. This can be found on the gas bill for the property concerned.	MPRN:		
Please tell us in what capacity you are applying?			
Owner	<input type="checkbox"/>	Builder/Developer	<input type="checkbox"/>
Occupier	<input type="checkbox"/>	Self-build	<input type="checkbox"/>
Landlord	<input type="checkbox"/>	Architect	<input type="checkbox"/>
Consultant	<input type="checkbox"/>	Local Authority	<input type="checkbox"/>
Housing Association	<input type="checkbox"/>	Other	<input type="checkbox"/>

SECTION 2 – Property Details

What type of property do you want us to alter the service to? – Please attach photographs if possible.

Terraced	<input type="checkbox"/>	Semi-detached	<input type="checkbox"/>
Detached	<input type="checkbox"/>	Flat	<input type="checkbox"/> Please state which floor you live on.....
Other (please describe)	<input type="checkbox"/>		

Please give details of special circumstances that may be relevant to the work to be carried out

Is the property a listed building?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes please give details
Are the house walls thicker than normal?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes please give details
Conservation area	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes please give details
Parking Restrictions	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes please give details
Do you require the works to be carried out in two visits (see Example 3 – Page 7)	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes please give details
Other – please give details	<input type="checkbox"/>	

SECTION 3 – Meter / Meter Box Details

What sort of meter do you have fitted at the moment?

Credit Meter

Other

Where is your meter/meter box currently located?

Kitchen Cupboard

Under Stairs

Garage

Basement

Outside Meter Box

Other

Are you able to access your ECV (Emergency Control Valve) to turn it off?

Yes

No

If your meter is outside, what type of box do you currently have?

Surface-Mounted

Semi-Concealed or Unibox

Built-in

Please confirm the meter box type you will be installing

Surface-Mounted MITRAS UNIBOX – UB2

Meter box type Built-in

NB: We do not supply or install meter boxes.

Please refer to Section 2 – ‘Approved Gas Meter Boxes’ for advice

Do you require your damaged / flooded semi-concealed meter box changed?

Yes NB: You must supply the meter box.

No

SECTION 4 – Property Sketch and Meter Positions

Please provide a sketch of the property. This must include:

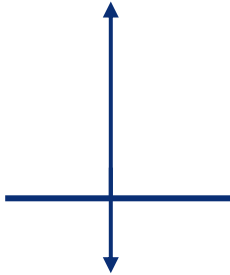
- The road name
- Your current meter position
- Your proposed meter position
- The distance in metres between 'X' and 'M'
- Any important features like porches, garages, conservatories

Please note that the quotation provided will be based on the information provide below. Please ensure that meter positions indicated and all measurements are accurate.

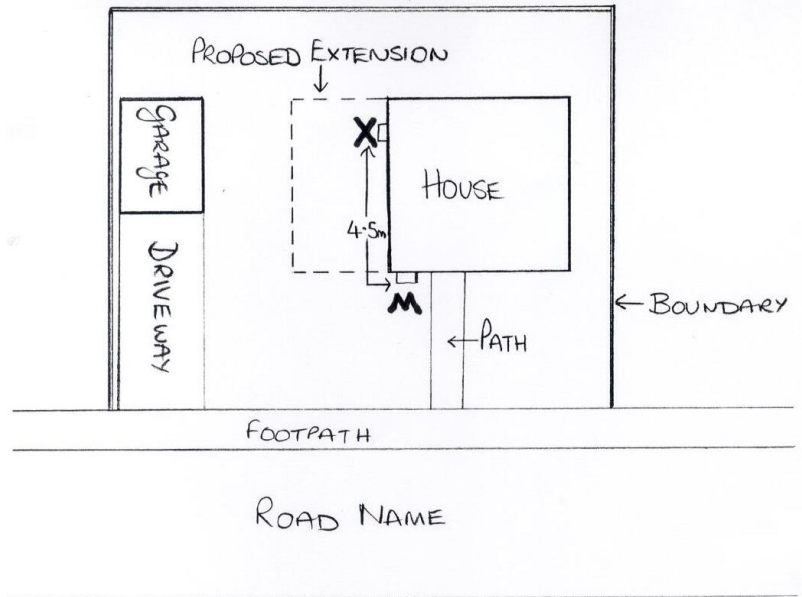
Example Sketch

Please note:

All excavation and consents by customer



All excavation by SSE Energy Solutions



Customer Sketch

SECTION 5 – Excavation Details

<p>Excavation Required within Private Ground (Inside Boundary of Property)</p> <p>All Excavation and reinstatement of trenches in private ground by customer or customers contractors.</p>	<p><input type="checkbox"/></p> <p>Please state length to be undertaken by yourself or your contractors</p> <p>.....m</p>
<p>Excavation Required within Public Highway</p> <p>SSE Energy Solutions will excavate and reinstate in Public Highway only</p>	<p><input type="checkbox"/></p> <p>SSE Energy Solutions will confirm and arrange bespoke quotation to include excavation in Public Highway</p>

SECTION 6 – Meter Reconnection

<p>Whether you choose Option 1 or Option 2, you will have to contact a Gas Safe engineer to complete the reconnection to your internal pipework. Please tick to confirm that you accept this.</p>	<p><input type="checkbox"/> Partial Reconnection</p>
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SECTION 7 – Consents and Easements

<p>Service alteration works are to be carried out entirely within Private Land owned by the applicant detailed within Section 1 of this form</p>	<p><input type="checkbox"/></p>
<p>Other</p>	<p>Please provide details – (a bespoke quotation will be required)</p> <p><input type="checkbox"/></p>

SECTION 8 – Risk Assessment

Does anyone in the property have Covid-19 or any other infectious disease?	
Is there clear and safe access to the meter box?	
Is meter box located in an elevated position (requires a step ladder to access it)?	
Is there a safe and well lit area to park outside the property?	
Are there any excavations or road works in the area?	
Is there a risk of an animal attack (e.g. is there a dog at the property)?	
Is there a risk of assault or abuse?	
Is there any exposure to dangerous substances (e.g. Asbestos) or infectious agents (e.g. rats, pigeons, etc)?	
Is there any danger of falling objects?	
Any other known risks or hazards?	

SECTION 9 – Confirmation and Signature

Name (Please Print)

Signature

Date

Once fully completed the Application Form should be returned to:

Gas Service Alterations

SSE Energy Solutions

No.1 Forbury Place

Forbury Road

Reading

Berkshire

RG1 3JH

or alternatively email to:

gasservicealterations@sse.com

9) Contact Details

Gas Service Alterations
SSE Energy Solutions
No.1 Forbury Place
Forbury Road
Reading RG1 3JH

Tel: 0345 072 1919

Email: gasservicealterations@sse.com

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/>

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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