





**Indigo Pipelines Limited**

**Application for the alteration of a Domestic Gas Supply**

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## Introduction

Indigo Pipelines Limited (Indigo Pipelines) is a Licenced Gas Transporter. Indigo Pipelines is committed to delivering the best possible service to our consumers. This document explains how you can apply for the alteration of an Indigo Pipelines gas connection. Applications should be made to the address supplied on page 22 of this document.

## Step-By-Step Process

Step	Description	Timescale (Working Days)
<b>Step 1</b>	Complete application form and return it to Indigo Pipelines.	
<b>Step 2</b>	Indigo Pipelines 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
<b>Step 3</b>	Indigo Pipelines 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.	
<b>Step 4</b>	Indigo Pipelines 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.
<b>Step 5</b>	Should you wish to accept our quotation please complete the acceptance form and return with payment within the validity period of the quotation.	
<b>Step 6</b>	Indigo Pipelines will contact you to confirm we have received your acceptance and payment	Within 5 working days
<b>Step 7</b>	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. <b>*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.</b>
<b>Step 8</b>	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		

# Approved Gas Meter Boxes

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

<p><b>Built-in or Cavity Meter Box</b></p> <p>The Box must comply with BS 8499: 2009</p> <p>Dimensions: H 595mm x W 409mm x D 210mm.</p> <p>This box is actually built into 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.</p> <p>Your builder must supply and install this Meter box*</p>	
<p><b>MITRAS UNIBOX – UB2</b></p> <p>Height 500mm. Width 459mm</p> <p>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.</p> <p>You must supply and install this Meter box prior to commencing work*</p>	 
<p><b>Surface Mounted Meter Box</b></p> <p>Dimensions: H 503mm x W 408mm x D 224mm.</p> <p>This box bolts straight onto your outside wall.</p> <p>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.</p> <p>You must supply and install this Meter box prior to commencing work*</p>	
<p><b>Internal Meter Position</b></p> <p>The internal Meter position is intended for where the property faces directly onto the pavement or shared access route.</p> <p>You must provide and install the meter bracket for this type of installation. Meter brackets are available from leading UK Builders Merchants</p>	
<p><b>* Obtaining Approved Meter Boxes.</b></p> <p><b>All approved meter boxes are available from leading UK Builders Merchants.</b></p> <p><b>Please note this may require you to place a special order.</b></p>	

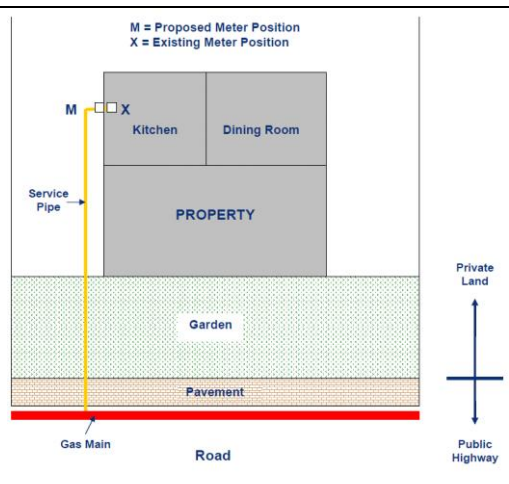
## Examples of Alterations

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)

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

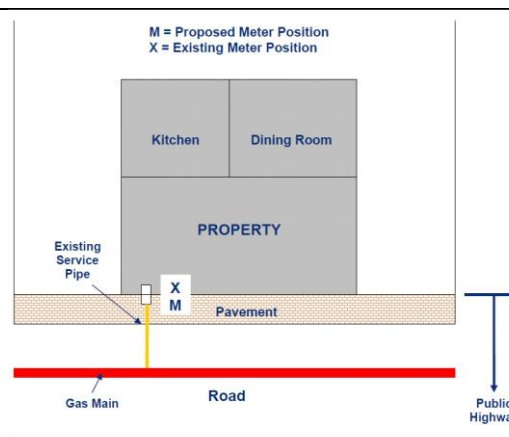


### 2) Back-to-Back Alteration (2)

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) Basic Alteration

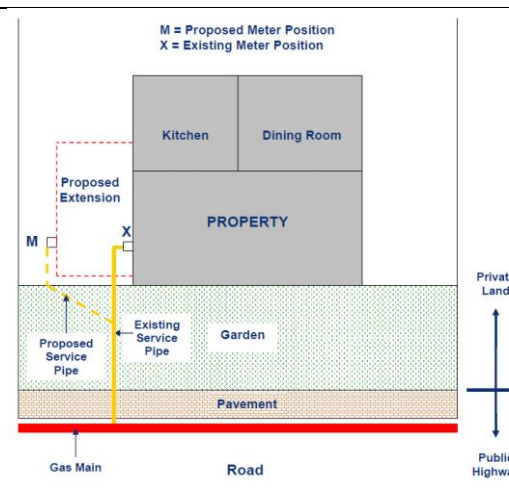
A basic alteration is any alteration work up to and including 5m of additional pipe. In Example 3 the meter is being moved to the outside wall of the proposed extension to the house.

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.**

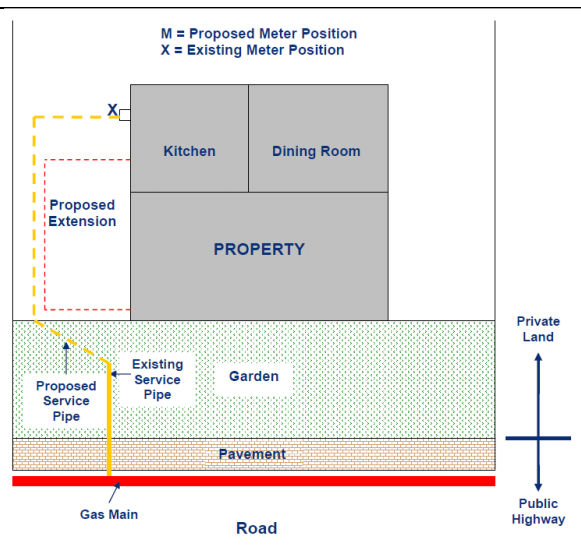
**Please note you will have to select a new meter box from the approved list of meter boxes. Your existing semi-concealed meter box will only be acceptable for re-use if it is the 'Unibox' version.**



#### 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.**



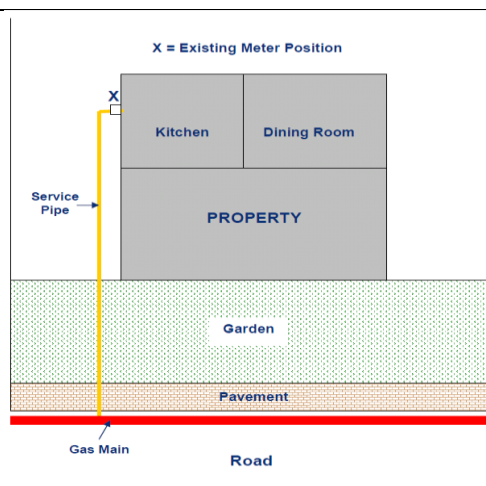
#### 5) Replacement of Damaged / Flooded Semi-Concealed Meter Boxes

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 Indigo Pipelines

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



## 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.

## **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
<b>Partial Reconnection</b>	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.

## **Alteration Charges**

### **Statement of Charges**

Indigo Pipelines 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 Indigo Pipelines 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 Indigo Pipelines will not replace any that are damaged or destroyed.

**Option 2 – Replacement of Damaged / Flooded Semi-Concealed Meter Box 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 Indigo Pipelines 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 Indigo Pipelines will not replace any that are damaged or destroyed.



## 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 Indigo Pipelines:

- 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.

## 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.

<b>Easements and Consents</b>	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.
<b>Dual Services</b>	<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>
<b>Road Notices</b>	<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> <p>This will be charged at a pass-through cost to the customer.</p>



# 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-built	<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.**

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

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

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

SECTION 3 –Meter / Meter Box Details		
What sort of meter do you have fitted at the moment?		
Credit Meter	<input type="checkbox"/>	
Other	<input type="checkbox"/>	
Where is your meter/meter box currently located?		
Kitchen Cupboard	<input type="checkbox"/>	
Under Stairs	<input type="checkbox"/>	
Garage	<input type="checkbox"/>	
Basement	<input type="checkbox"/>	
Outside meter Box	<input type="checkbox"/>	
Other	<input type="checkbox"/>	
Are you able to access your ECV (Emergency Control Valve) to turn it off?		
Yes	<input type="checkbox"/>	
No	<input type="checkbox"/>	
If your meter is outside, what type of box do you currently have?		
Surface mounted.	<input type="checkbox"/>	
Semi- Concealed or unibox	<input type="checkbox"/>	
Buil-in	<input type="checkbox"/>	
Please confirm the meter box type you will be installing.		
Meter box type	<input type="checkbox"/> Surface-Mounted	<input type="checkbox"/> MITRAS UNIBOX_UB2
	<input type="checkbox"/> Built-in	
	<b>NB: we do not install meter boxes</b> <b>Please refer to Section 2-‘Approved Gas Meter Boxes’ for advice.</b>	
Do you require your damaged / flooded semi-concealed meter box changed?		
Yes	<input type="checkbox"/> NB: you must supply the meter box	
No	<input type="checkbox"/>	

## SECTION 4 – Property Sketch and Meter Positions

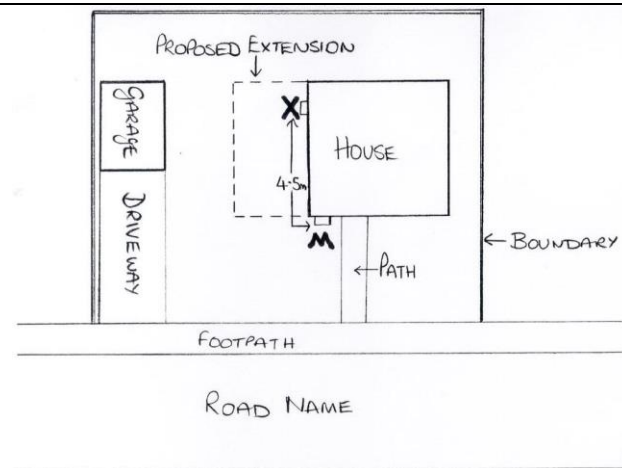
Please provide a sketch of the property. This must include:

- 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



### Customer Sketch

**SECTION 5 –Excavation Details**

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

**SECTION 6 –Meter Reconnection**

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.	<input type="checkbox"/> Partial Reconnection
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**SECTION 7 –Consents and Easements**

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

**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 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 Indigo Pipelines	

## Contact Details

### Gas Service Alterations



If you contact us, your personal data will be processed by Indigo Pipelines Limited 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/>

### **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.**