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## Indigo Pipelines Limited

### Application for Connection of a New 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 Connection of a new gas supply on an Indigo Pipelines Network. Applications should be made to Indigo Pipelines at the address supplied on page 24 of this document. Indigo Pipelines will undertake the required connection, under the terms of this document.

This application form is only for use for single connections or developments of less than 5 plots (domestic or commercial). If you require a quotation for a development of 5 or more plots, please contact: [Enquiries@Indigopipelines.co.uk](mailto:Enquiries@Indigopipelines.co.uk)

## Step-By-Step process

Timescales (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 5 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 make contact with 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 is single statutory connection and no site visit required; within 11 working days if small commercial or multiple plots or a visit is required; within 21 working days for large commercial plots
<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 in a date for the work to start and finish, a letter of confirmation with agreed dates will follow	Within 5 to 20 working days  NB: Please note that this time scale relates to the time it usually takes us to agree to a start date with you. This is NOT the time it will take for us to complete the works.
<b>Step 8</b>	Our contractor will contact you by telephone prior to work commencement to ensure site is ready and to confirm excavation works have been carried out and, when required, the meter box is installed.	Approximately 5 working days before works commencement

**The time scales 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**

## Standards of Service

Indigo Pipelines operate in accordance with a Guaranteed Standards of Performance regime. You will be eligible to receive compensation payments if Indigo Pipelines do not meet these standards. In such cases, we will make compensation payments to you directly or via your gas Supplier.

Listed below are the Guaranteed Standards relevant to a new connection request. For our full set of Guaranteed Standards, please refer to our Code of Conduct.

Standard	Title	Description	Payment	Cap
GS4	Provisions of connection quotation standards	<p>Indigo Pipelines shall provide a standard quotation for providing a new or altering an existing connection within 6 working days.</p> <p>Where we fail to achieve this, a fixed payment shall be made in respect of the initial failure and each additional day during which the failure continues.</p> <p>If a quotation is found to be inaccurate it shall be treated as if it was not provided on time</p>	£20	Capped at the lesser of £500 or contracted sum.
GS5	Provision of connection quotation: Non-Standard	<p>Indigo Pipelines shall provide a Non-Standard quotation for providing a new or altering an existing connection within 11 working days.</p> <p>Where we fail to achieve this, a fixed payment shall be made in respects of the initial failure and each additional day during which the failure continues.</p> <p>If a quotation is found to be inaccurate it shall be treated as if it was not provided on time</p>	£40	Capped at the lesser of £ 1000 or the sum contracted.
GS6	Provision of connection quotation: Non-Standard load >275kWH	<p>Indigo Pipelines shall provide a Non-Standard quotation for providing a new or altering an existing connection with a load &gt;275kWH within 21 working days</p> <p>Where we fail to achieve this, a fixed payment shall be made in respects of the initial failure and each additional day during which the failure continues.</p> <p>If a quotation is found to be inaccurate it shall be treated as if it was not provided on time</p>	£40	Capped at the lesser of £ 1000 or the sum contracted.

GS7	Accuracy of connection quotation	Where a customer challenges a quotation under Indigo Pipelines published accuracy scheme and the quotation is found to be inaccurate, Indigo Pipelines shall refund any overcharge that has been made	Refund Overcharge	
GS8	Response to land enquiries	Indigo Pipelines shall provide a Non-Standard quotation for providing a new or altering an existing connection within 5 working days. Where we fail to achieve this a fixed payment shall be made in respects of the initial failure and each additional day during which the failure continues.	£80	Capped at £500 ≤ 275kWH per hour  Capped at £1000 for >275kWH per hour
GS9	Offering a date for commencement and substantial completion of a connection work ≤275kWH per hour	Where a customer has accepted a quotation, Indigo Pipelines shall offer a date of commencement of the work and substantial completion within 20 working days from the receipt of the acceptance. Where we fail to achieve this a fixed payment shall be made in respects of the initial failure and each additional day during which the failure continues.	£40	Capped at lesser £500 or contracted sum
GS10	Offering a date of commencement and substantial completion of connection work > 275kWH per hour	Where a customer has accepted a quotation, Indigo Pipelines shall offer a date of commencement of the work and substantial completion within 20 working days from the receipt of the acceptance. Where we fail to achieve this a fixed payment shall be made in respects of the initial failure and each additional day during which the failure continues.	£80	Capped at lesser £1000 or contracted sum

GS11	Completion of work on the date agreed	Where Indigo Pipelines fails to substantially complete a connection on the date agreed with the customer, a payment will be made in respect of the initial failure and each additional day during which the failure continues	<p>Quotation is  <math>\leq</math> £1000:  £40</p> <p>&gt; £1000 -  £4000:  Lesser of  £200 or 5%  of contract  sum</p> <p>&gt; £4000 -  £20000:  £200</p> <p>&gt; £20000 -  £50000:  £200</p> <p>&gt; £50000 -  £100000:  £300</p>	<p>Capped at  lesser of  £400 or  contract  sum</p> <p>Capped at  50% of  contract  sum</p> <p>Capped at  50% of  contract  sum</p> <p>Capped at  £10000</p> <p>Capped at  £18000</p>
GS12	Notifying customers and making payments owed under the Standards	<p>Indigo Pipelines shall make payment in respect of failure to meet a standard to the customer within 20 Working days. Where we fail to achieve this level of service a fixed compensation payment will be made</p> <p>Specific exemptions include: If there is a genuine dispute between the relevant customer and Indigo Pipelines of SSE Energy solutions( acting on behalf of Indigo Pipelines)</p>	£40	
GS14	Responding to complaints	<p>Where Indigo Pipelines receives a verbal or written complaint relating to its transportation business to which it would be reasonably expect the customer would anticipate a response, Indigo Pipelines shall dispatch a substantive response to customer within 10 working days from the date of receipt.</p> <p>In case of complaint which requires a visit to the premises or making of enquiries of the persons who are not employees of Indigo Pipelines, we shall dispatch an initial response to the customer within 10 working days explaining why a substantive response cannot be dispatched immediately, including the name, telephone</p>	£40	Capped at £200

		<p>number and address of an employee who the customer can contact about the complaint.</p> <p>Indigo pipelines shall subsequently follow the initial response with a substantive response within 20 working days. If we fail to achieve this, we will make a fixed compensation payment to the customer. Further compensation will be paid for each additional period of 5 Working days until the response is dispatched.</p> <p>Specific exemptions include:</p> <p>Where the customer had informed Indigo Pipelines that he does not wish to pursue his complaint.</p> <p>Where Indigo Pipelines is unable to contact the customer or relevant persons other than the employees of Indigo Pipelines or had contacted such other persons but had not received a reply, despite having demonstrably taken all reasonable steps to do so.</p> <p>If a site visit is required where the customer requests an appointment for the site visit that is outside the prescribed period. Where the complaint was frivolous or vexatious.</p>		
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## Examples of Connections

You decide the location of the meter to be installed. We will confirm to you whether the required position is acceptable, and work with you to find an alternative if your original choice is not suitable.

Meter boxes should, wherever possible, be located at the front of the building or within 2m of the front of the building on the side wall. All services are to be the shortest route, normally perpendicular to the gas main and must also only run within the boundary of the property they supply.

### 1) Front of Property (1)

Meter is located on external front wall, within your garden



### 2) Front of Property (2)

Meter is located on external front wall, directly adjacent to public pavement.

In this instance it should be noted that due to safety considerations a built-in meter box may be the only acceptable option.

As this may also requires work in the Public Highway a bespoke quotation may be necessary.



### 3) Side of Property

Meter is located on external side wall of property, within your garden and within 2m of front property boundary.



#### 4) Garage Entry

Meter is located on external side wall of property, within your garage and within 2m of front property boundary



#### 5) Commercial Properties

Kiosk must be located on site boundary so engineers can gain safe access for inspection and maintenance



## Approved Gas Meter Boxes

We can supply and install the following meter box types

#### MITRAS UNIBOX – UB2

Height 500mm. Width 459mm

The UNIBOX is the preferred semi-concealed meter box and may be surface mounted or submerged into the ground by up to 75mm.

This box avoids potential water ingress problems associated with conventional semi-concealed meter boxes when correctly fitted.

**We can supply and install this Meter box upon request**



#### 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.

**We can supply and install this Meter box upon request**



### Commercial Meter Housing

We can provide and install kiosks within the range of GC2 to GC7. You must prepare a suitable base for the kiosk prior to commencement of installation.

If you require a kiosk larger than GC7, it will need to be custom built. Contact your Gas Supplier to discuss your requirements.



### Obtaining Approved Meter Boxes

Should you wish to purchase and install your own meter box, all approved meter boxes are widely available from leading UK Builders Merchants.

Other approved meter box types are shown below.

### 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 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.

**Your Builder must supply and install this Meter box**



## Connection Charges

### Statement of Charges

Our Connection Charges Statement sets out the methodology used to determine the charges for gas connections to domestic properties located within 23 metres of an existing Indigo Pipelines gas main. Other types of connection are subject to bespoke quotation, with the charge being cost reflective.

Our Connection Charges Statement is available to download from our website and can be emailed to you upon request.

<https://www.indigonetworks.co.uk/regulatory-gas-files/>

### Connections for Fuel Poor Customers

You may be eligible for financial assistance towards the cost of your new gas connection if you are designated as Fuel Poor. 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.

Version 1.3 This printed document is valid at 14/05/2025, check after this date for validity.

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.

## **Important Information**

### **Connection Criteria**

The new gas service installation must fulfil the following criteria:

- Service pipe will be owned by Indigo Pipelines;
- Service pipe diameter 32mm polyethylene/1" metallic, or less;
- Operating at a pressure of below 2barg;
- The total length of the service pipe is not more than 20 metres;
- 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.
- Where customer is to carry out excavation work themselves, they will provide a suitable trench of minimum 450mm depth to Indigo Pipelines requirements.
- Excludes reinstatement of specialist hard surfaces - i.e. 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.

### **Variations and choosing someone to act on your behalf**

We will need access to your property to install your gas service. 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>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>

## **Advice on Completing your application Form.**

### **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 position and any surrounding features that may affect works. Try to be as detailed as possible.

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

There are other rules about where the meter can be located. 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 cavity wall air bricks
- Within 150mm of an electricity meter
- Directly beneath a window
- 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

### **Part 6 – Installing and Connecting Your Meter**

Your Gas Supplier will provide and install your gas meter. Once we have installed your service pipe you can arrange your meter installation. You will not be able to use your gas until your Supplier has installed a meter.

# Application for the Connection of a new Gas Service 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 – Domestic Property Details**

**What type of property do you want us to alter the service to? –If this is a multiple development, please provide count of each property type.**

<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"/>		

**Number of Bedrooms:**

**If this is a multiple property development, please provide a Housing Schedule**

**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>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Is the property timber framed?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Are the house walls thicker than normal?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Conservation area</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Parking Restrictions</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Other –please give details</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No

**SECTION 2b –Commercial Property Details**

**What type of property do you want to connect? – If this is a multiple property development, please provide count of each property type**

Property Type	Number of properties	Hourly load per premise (kWH)	Annual load per premise(kWH)
<b>Meter housing required?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Booster or Compressor to be fitted</b>	<input type="checkbox"/> Yes - a Non-Typical Load form will need to be completed <input type="checkbox"/> No		



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
Are the walls thicker than normal?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Conservation area	<input type="checkbox"/> Yes <input type="checkbox"/> No
Parking Restrictions	<input type="checkbox"/> Yes <input type="checkbox"/> No
Other –please give details	<input type="checkbox"/> Yes <input type="checkbox"/> No

SECTION 3 –Meter Box Details	
Where will your meter/meter box located?	
Front external wall <input type="checkbox"/> Side external wall <input type="checkbox"/> Other <input type="checkbox"/>	
Please confirm the meter box type you require	
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>

#### SECTION 4 –Property Sketch and Meter Positions

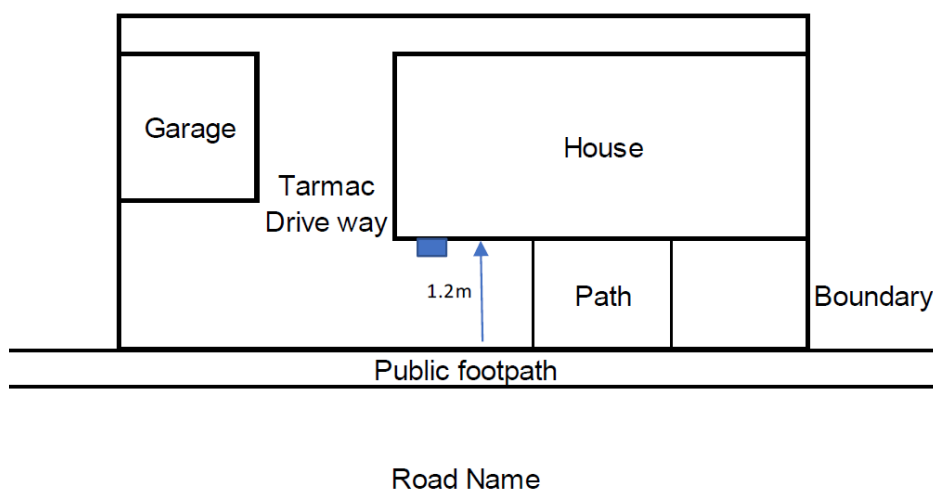
**For multiple property developments, please provide scaled site plan and site location details.**

**For a single property development, please provide a sketch or photo of the property. Please include:**

- a) The road name**
- b) Your proposed meter position**
- c) The distance in metres property boundary and meter position**
- d) Ground type**
- e) Any important features like drains, other utilities, 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



#### SECTION 5 –Excavation Details

**Excavation Required within Private Ground  
(Inside Boundary of Property)**

☐

Please state length to be undertaken by our contractors

.....m

**Excavation Required within Public Highway**

☐

Indigo Pipelines will confirm if a bespoke quotation is required to include excavation in Public Highway

**SECTION 6 –Meter Installation**

**You will arrange for a meter to be installed by contacting your Gas Supplier. Please tick to confirm that you accept this responsibility.**

☐ Meter not included

**SECTION 7 –Consents and Easements –please tick one option only**

Service installation works are to be carried out entirely within public land and /or private land owned by the applicant detailed in section 1

☐

Service installation will cross other privately owned land

Please provide details –(a bespoke quotation may be necessary)

☐

**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:

**Gas Service Alterations**

200 Brook  
Drive Green  
Park  
Reading RG2  
6UB

indigonetwo  
rks.co.uk

0118 436  
2510

enquiries  
@indigo  
pipelines  
.co.uk

## Contact details

You can contact the Managing Director of Indigo Pipelines at:



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.**