Indigo Pipelines Limited

Application for Connection of a New Gas Supply

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Introduction

Indigo Pipelines Limited (Indigo Pipelines) is a Licensed 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

Step-By-Step process

		Timescales (Working Days)
Step 1	Complete application form and return it to Indigo Pipelines	
Step 2	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
Step 3	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	
Step 4	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
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	Indigo Pipelines 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 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.
Step 8	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 ae explained in more detail in the 'Factors affecting timescales' section on page 14

Standards of Service

Guaranteed Standards of Performance apply to all Gas Transporters (GTs), who own networks through which gas is supplied to customers. This statement describes the standards that are relevant to end customers who receive gas through Indigo Pipelines' gas networks. GTs are not responsible for meter reading or billing, as Suppliers carry out this activity.

Industry regulator Ofgem (Office of Gas and Electricity Markets) sets Guaranteed Standards of Performance. Indigo Pipelines operate in accordance with the Guaranteed Standards of Performance regime, as detailed in the table below. 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 gas supplier.

<table>
<tr><td>GS1</td><td>Restoring customers' supplies after an unplanned interruption</td><td>Restore customers' supplies within 24 hours following unplanned interruptions on their networks. If failure to achieve this, a fixed compensation payment will be paid to the customer affected. Further compensation will be paid for each additional period of 24 hours until the customer's supply is restored. If the interruption originated on another network, the other Gas Transporter is required to make the payment either via Indigo Pipelines or to the customer directly.</td><td>£75 domestic
£130 small non-domestic
Cap per customer of £1,000</td></tr>
<tr><td>GS2</td><td>Reinstatement of customers' premises</td><td>On completion of Indigo Pipelines initiated work to re-lay service pipes on a customer's premises, the premises will be reinstated within 5 working days, or 3 working days for Priority Services customers. If Indigo Pipelines or our contractor fails to achieve this, a fixed compensation payment will be made. Further compensation will be paid for each additional period of five working days until the premises are reinstated.</td><td>£130 domestic
£260 non-domestic</td></tr>
<tr><td>GS3</td><td>Provision of alternative heating and cooking facilities</td><td>For the types of interruptions specified below, where Indigo Pipelines reasonably expects the gas supply to a priority customer's premises will be discontinued for longer than 24 hours, we shall provide alternative heating and cooking facilities within the timeframe specified below:
<table>
<tr><td>Interruption Type</td><td>Timeframe</td></tr>
<tr><td>Planned Interruption</td><td>4 Hours</td></tr>
<tr><td>Unplanned Interruption (less than 250 Customers affected)</td><td>4 hours</td></tr>
<tr><td>Unplanned Interruption (250 or more customers affected)</td><td>8 Hours</td></tr>
</table>
If we fail to achieve this, a fixed compensation payment will be paid to the customer affected. Further compensation will be paid for each additional period of 24 hours until facilities are provided.</td><td>£60
Cap per customer of £640</td></tr>
</table>

<table>
<tr>
<td>GS4
GS5 &
GS6</td>
<td>Provision of connection quotations</td>
<td>For each of the connection types specified below, Indigo Pipelines shall provide a quotation for providing a new or altering an existing connection within the specified timeframe. 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.
<table>
<tr><th>Quotation type</th><th>Time Scale</th><th>Payment</th><th>Cap</th></tr>
<tr><td>Standard</td><td>4 Working days</td><td>£25</td><td>Lesser of £640 or contract sum</td></tr>
<tr><td>Non std ≤275kWh</td><td>11 working days</td><td>£25</td><td>Lesser of £640 or contract sum</td></tr>
<tr><td>Non std >275kWh</td><td>21 working days</td><td>£50</td><td>Lesser of £1275 or contract sum</td></tr>
</table>
If a quotation is found to be inaccurate it shall be treated as if it was not provided on time</td>
<td>See Table</td>
</tr>
<tr>
<td>GS7</td>
<td>Accuracy of quotations</td>
<td>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.</td>
<td>Refund overcharge</td>
</tr>
<tr>
<td>GS8</td>
<td>Response to land enquiries</td>
<td>Indigo Pipelines shall respond to a land enquiry in respect of a new connection or alteration of an existing connection within 5 working days. Where we fail to achieve this, a fixed payment will be made in respect of the initial failure and each additional day during which the failure continues.</td>
<td>£105
Cap per customer is £640 for ≤ 275 kWh per hour and £1275 for > 275 kWh per hour</td>
</tr>
</table>

<table>
<tr>
<td>GS9 & GS10</td>
<td>Offering a date for commencement and substantial completion of connection work</td>
<td>Where a customer has accepted a quotation, Indigo Pipelines shall offer a date for commencement of the work and substantial completion within 17 working days for connections 275kWh and under, and 20 working days for connections over 275kWh from receipt of the acceptance. Where we fail to achieve this, a fixed payment will be made in respect of the initial failure and each additional day during which the failure continues.
<table>
<tr><th>Connection work</th><th>Payment</th><th>Cap</th></tr>
<tr><td>≤275kWh</td><td>£50</td><td>Lesser of £640 or contract sum</td></tr>
<tr><td>>275kWh</td><td>£105</td><td>Lesser of £1275 or contract sum</td></tr>
</table>
</td>
<td>See Table</td>
</tr>
<tr>
<td>GS11</td>
<td>Completion of the work on the agreed date</td>
<td>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.
<table>
<tr><th>Quotation amount</th><th>Payment</th><th>Cap</th></tr>
<tr><td>≤ £1,000</td><td>£50</td><td>Lesser of £510 or contract sum</td></tr>
<tr><td>>£1,000 - £4000</td><td>Lesser of £260 or 5% of contract sum</td><td>50% of contract sum</td></tr>
<tr><td>>£4000- £20,000</td><td>£260</td><td>50% of contract sum</td></tr>
<tr><td>>£20,000- £50,000</td><td>£260</td><td>£12,755</td></tr>
<tr><td>>£50,000 - £100,000</td><td>£380</td><td>£22,960</td></tr>
</table>
</td>
<td>See Table</td>
</tr>
</table>

GS12	Notifying customers and making payments owed under the standards	Indigo Pipelines shall make payment in respect of a failure to meet a standard to the customer within 10 working days. Where we fail to achieve this level of service, a fixed compensation payment will be made. Where an interruption affects customers whose premises are connected to another network (and invokes a compensation payment under GS1), the Gas Transporter that caused the interruption needs to pay the Gas Transporter to whose pipe-line system the customer is connected (or to the customer directly) within 10 working days. Where relevant, the Gas Transporter to whose network the customer is connected then needs to pay the customer within five working days.	£50
GS13	Advance notice of planned interruptions	If Indigo Pipelines proposes to carry out maintenance or replacement work which will require it to discontinue the conveyance of gas to customers, we shall issue a written notification stating the need for the interruption, stating the day the interruption is expected to start, not less than 7 working days before the start of the interruption.	£50 domestic £130 non-domestic
GS14	Responding to complaints	Where Indigo Pipelines receives a verbal or written complaint relating to its transportation business to which it would reasonably expect the customer would anticipate a response, Indigo Pipelines shall despatch a substantive response to the customer within 10 working days from the date of the receipt. In the case of a complaint which requires a visit to the premises or the making of enquiries of persons who are not employees of Indigo Pipelines, we shall despatch an initial response to the customer within 10 working days explaining why a substantive response cannot be despatched immediately, including the name, telephone number and address of an employee who the customer can contact about the complaint. Indigo Pipelines shall subsequently follow the initial response with a substantive response within the 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 five workings day until the response is despatched.	£50 Cap per customer of £260

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 the 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/

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.

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
Road Notices	Where excavation work is required in the public highway, we require permission form the local Highway Authority to conduct. On Occasion we may be required to use temporary traffic lights or even apply for a road closure. We will keep you informed if this is the case.

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 a 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 site address the same as the address above?		YES □	NO □
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	□	Builder/Developer	□
Occupier	□	Self-built	□
Landlord	□	Architect	□
Consultant	□	Local Authority	□
Housing Association	□	Other	□

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.			
Terraced	☐	**Semi-detached**	☐
Detached	☐	**Flat**	☐ Please state which floor you live on: ……..
Other (please describe)	☐		
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			
Is the property a listed building?		☐ Yes ☐ No	
Is the property timber framed?		☐ Yes ☐ No	
Are the house walls thicker than normal?		☐ Yes ☐ No	
Conservation area		☐ Yes ☐ No	
Parking Restrictions		☐ Yes ☐ No	
Other –please give details		☐ Yes ☐ No	

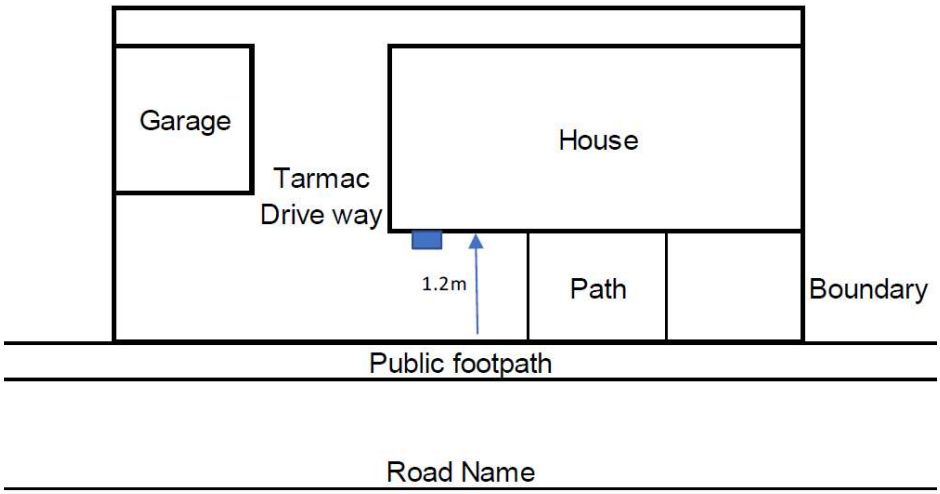
SECTION 2b –Commercial Property Details			
What type of property do you want to connect? – If this is a multiple property development, please provide count of each property type			
Property Type	Number of properties	Hourly load per premise (kWH)	Annual load per premise(kWH)
Meter housing required?	☐ Yes ☐ No		
Booster or Compressor to be fitted	☐ Yes - a Non-Typical Load form will need to be completed ☐ No		

Please give details of special circumstances that may be relevant to the work to be carried out	
Is the property a listed building?	□ Yes □ No
Are the walls thicker than normal?	□ Yes □ No
Conservation area	□ Yes □ No
Parking Restrictions	□ Yes □ No
Other –please give details	□ Yes □ No

SECTION 3 –Meter Box Details		
Where will your meter/meter box located?		
Front external wall □ Side external wall □ Other □		
Please confirm the meter box type you require		
Meter box type	□ Surface-Mounted	□ MITRAS UNIBOX_UB2
	□Built-in	
	NB: we do not install meter boxes **Please refer to Section 2-'Approved Gas Meter Boxes' for advice.**	

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?	

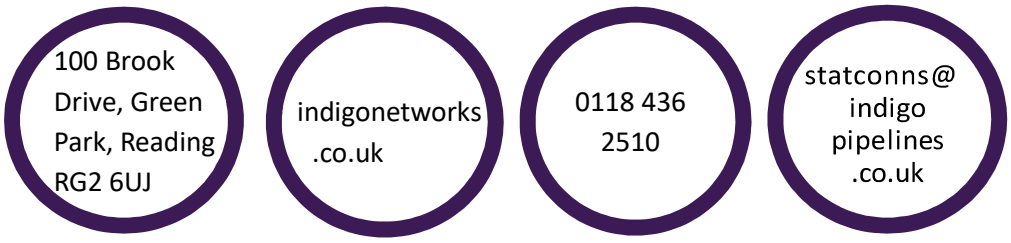
SECTION 9 –Confirmation and Signature	
Name(Please print)	
Signature	
Date	

Once fully completed the Application Form should be returned to:
Gas Service Alterations



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 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.