

FOR HOMES



Information about a new gas connection

Smell gas?

Call us immediately on **0800 111 999**

Put out all naked flames, do not smoke or strike matches. If you can, turn off the gas supply at the meter.



Got a question?

Call our customer service team on **0800 912 2999** who will be happy to help you.



YOUR LOCAL GAS NETWORK



Hello

We want to make things as easy as possible for our customers. So if you need a gas supply for your home, this booklet has everything you need to know.



Connecting you to your gas supply

We know that setting up a new gas supply can be confusing. So we've created these five simple steps so that you know exactly what to expect.

Step 1

The first checks

Use our five-minute checker to make sure this service is right for you and to find out if you're entitled to any funding towards your gas connection.

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Step 2

Applying for your installation

Online, on the phone or through the post – we've made it easy to get a quote.

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Step 3

Choosing your meter box

We've got all the information you need to choose your meter box, and a handy checklist to make sure your home is ready for our engineers.

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Did you know...

We connect around 11,000 new customers to our network every year.

Step 4

Connection day!

Everything you need to know before our expert engineers get to work.

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Step 5

Choosing your gas supplier

The final step to making your home safe and warm for years to come.

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Who does what?

There are four main people and organisations that take care of setting up your gas supply.

Our engineers: they install your gas connection – the pipe that delivers gas to your door.

Gas supplier: sells you your gas.

Gas Safe registered engineer: will carry out any pipework from the meter to your appliances and install your appliances.

Electrician: if you need one, installs an earth connection to your copper pipework – the type used for plumbing.

Got a question?

Call our customer service team on **0800 912 2999** who will be happy to help you.

Emergencies

We also provide a gas emergency service 24 hours a day, seven days a week, 365 days a year. **So if you smell gas, call 0800 111 999**, and one of our skilled engineers will be with you, to keep you safe.



A bit about us

It's our job to deliver gas safely and securely to more than 2.5 million homes and businesses across Wales and the south west of England. We do not sell gas, we transport it, and more than 7.5 million customers rely on us to do so.

Our dedicated and skilled teams manage and maintain a network of more than 35,000 kilometres of gas pipes to make sure we continue to provide a safe and reliable gas supply 24 hours a day, 365 days a year. It's a vital service, and one we're very proud to deliver.



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Step 1

The first checks

Before you contact us to install your gas supply, there are three important questions you can ask yourself to save time and money.



Did you know...

Customers who have switched from oil, coal and liquefied petroleum gas to mains gas save, on average, around £450 on their heating and cooking bill?

Do I need your services?

We can connect you to our gas network and lay your new gas pipes.

We can't sell you gas, fit a new meter, fit or service your appliances or carry out any electrical work.

2

Do you cover my area?

To check if we cover your area, please take a look at this map or use our online postcode checker: www.wvutilities.co.uk/postcodechecker

If you live in an area, inside our network, that doesn't have mains gas – perhaps a neighbourhood in the countryside – we can extend our gas network. You can split the costs between you and your neighbours.

Contact our customer service team, on 0800 912 2999, for more information.



Wales & West Utilities

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Am I entitled to a grant towards my gas connection?

We want to help create warm, energy-efficient homes throughout Wales and the south west of England, so we've joined forces with some important partners to help us tackle the cost of energy.

If you need help to heat your home, take a look at our Warm Home Assistance Scheme – if you're eligible, you could receive a voucher towards the cost of your gas connection.

Did you know...

There are a number of different grants available to help improve your energy efficiency?

England: Energy Saving Advice Service
0300 123 1234 | www.energysavingtrust.org.uk

Wales: NEST
0808 808 2244



Am I eligible for your Warm Home Assistance scheme?

You could receive a grant if you:

- ✓ or your partner are age 70 or over;
- ✓ receive certain benefits;
- ✓ spend 10% or more of your household income on heating your home; and
- ✓ live in an area eligible for support, as decided by the Government.

Interested?

Apply for a quotation with us and we'll send you a Warm Home Assistance form and brochure.



We charge for all our work

For a breakdown of our charges, please visit our website: www.wvutilities.co.uk

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Step 2

Applying for your installation

We understand just how important it is to get your gas connected quickly, safely and in a way that suits you. So, we make it easy for you to get a quote and apply for your installation.

Top tip

We work on a first-come, first-served basis so if you're in a hurry, please ask for a quote and make your payment as soon as you can.

How do I apply?

Option 1

Use our online service for an easy-to-use, instant quotation, with no waiting around.

You can get a quote, book a provisional date for the work to be carried out and pay for your work at: www.wwutilities.co.uk/onlinequote

Option 2

Fill in the application form included in this booklet then simply post or email it back to us – our details are on page 16. You can also fill in the online application form on our website at:

www.wwutilities.co.uk/onlineapplication

Once we've received your application, we will send you a quote within six to 11 working days, depending on if a site survey is needed.

Your connection. Your way.

When we provide a quote, we'll ask you to choose between two options.

Option 1: let us do the digging – save your back!

With this option, we'll do all the digging before we lay your pipes, then afterwards we'll fill in the holes and try our hardest to match any tarmac, paving or turf, using the latest techniques.

Option 2: do your own digging

With this option you can save money by digging your own trenches, then filling them back in again once our work is done. We'll send you trench guidelines with your quote but you can also find these at: www.wwutilities.co.uk

Good to know...

If you are doing your own digging, please make sure it is complete and the site is clear **before** we arrive at your property!

Dial before you dig

If you're planning to dig your own trench, you may need to check if you have a (pipe) main on your land before you dig. Call our Plant Protection Team on **02920 278 912**. Please allow **five working days** before you plan to dig your trench.

Can anyone else lay the gas pipe?

Yes, contractors who are accredited by the Gas Industry Registration Scheme (GIRS) are licensed to connect to our network. You can find a list of accredited organisations at: www.lloydsregister.co.uk/schemes/girs

When will the work be done?

After you accept and pay for the work, we will contact you within three working days to arrange a date for us to carry it out.

We aim to complete our work within four weeks of you paying for it. This may be longer if there is an engineering issue.



Got a question?

Call our customer service team on **0800 912 2999** who will be happy to help you.

Step 3

Choosing your meter box



Gas meters measure how much gas you are using. If you want your gas meter outside, you will need a meter box. Or, you can have the service entry into your home but there are restrictions on where it can go.

Top tip

If you're installing a smart meter, make sure you speak to your gas supplier **before** ordering your meter box – they don't fit in all of our meter boxes.



Built-in meter box

Dimensions: H600mm x W410mm x D60mm

Recess size: H532mm x W366mm x D160mm

This meter box is very popular with new builds. But please remember that you'll need to collect this meter box from us and get a builder to install it **before** our engineer arrives to install your gas supply.



Internal Meter

Having an internal meter means you don't need a meter box – you can just have a pipe that runs inside your home.



Surface-mounted meter box

Dimensions: H497mm x W442mm x D230mm

This is the most popular type of meter box because it's quick and easy to install.



Semi-concealed meter box

Dimensions: H150mm x W478mm x D330mm

Lots of people choose this type of meter box because as well as being more subtle, you can hide it in a flower bed.

Getting ready

What we need from you

Please make sure you're ready with this checklist of things to do before connection day.

Have you:

- ✓ collected your built-in meter box (if that is the meter box you chose to use) and had it installed by a builder?
- ✓ dug your trench (if you've chosen to do this yourself)?
- ✓ removed any plants, trees and shrubs from the proposed route of the new gas supply?
- ✓ cleared any obstructions such as skips and scaffolding?

Good to know...

If you haven't managed to dig your trench or clear the site of any obstructions before our engineer is due to arrive, please contact your scheduler immediately. You can find their contact details on the letter which gave you the date we would be arriving on site.



What you can expect from us

Before the big day, our engineer may need to drop off any bulky materials or equipment. They'll make sure they're neatly stacked and out of the way.

Step 4

On the day!

With more than 11,000 gas connections made every year, our engineers are the experts in connecting a gas supply safely, quickly and in a way that best suits you.

Here's how it works.



What we need from you

We will need you to be there on the day to make decisions.

If you're not available, please arrange for somebody else to be there to make these decisions on your behalf (this will need to be somebody who is over 18). Once we have arrived, you can leave us to it, if you have things to do.



What you can expect from us

Our engineers will arrive promptly with everything they need to install your new gas supply. They will work throughout the day and will be happy to answer any of your questions.

Good to know...

We transport gas to more than 2.5 million homes and businesses, across Wales and the south west of England, every single day.



Choosing your gas supplier

Once we've laid your new gas supply and installed your meter box, you need to get in touch with a licensed gas supplier to provide you with gas.

Step 5

Top tip

Don't forget, by law, you need to sign up with a licensed gas supplier before you start using gas.



Getting advice

There are lots of different gas suppliers to choose from so, for helpful advice, contact the **Citizens Advice Consumer Helpline** on: **03444 772 020** (Wales), **03444 111 444** (England), or visit: www.adviceguide.org.uk.

Or, **Ofgem** has a list of price comparison sites at: www.ofgem.gov.uk
www.goenergyshopping.co.uk

How do I get a meter installed?

It is your gas supplier's responsibility to install and provide you with a gas meter.

Before it is installed, you'll need to give them your **Meter Point Reference Number (MPRN)**. We'll send you this once you have accepted our quotation to connect your new gas supply.

Did you know?

Priority services register

Every energy supplier has a **priority services register**, offering **extra free services** – including gas safety checks, energy bill rebates and extra support in an emergency – to those customers who are most in need.

You may qualify for extra help from your supplier if you are:

- a pensioner;
- disabled;
- chronically ill; or
- unable to look after your own welfare or live with someone who is.

For more information, please speak to your gas supplier, or contact **Citizens Advice** at: www.adviceguide.org.uk

How do I connect the gas supply to all my appliances?

All the gas pipework in your home must be installed by your gas supplier or a Gas Safe registered engineer. You can find an engineer local to you at: www.gassaferegister.co.uk

Do I need to do anything else?

After your new gas supply has been laid, for your safety, **you will need to contact a qualified electrician** to install an earth connection to your copper pipework – the type usually used for plumbing – to the earth on your electric consumer unit.



A new gas connection

You can ask for a quote by sending in your application form to:

Post: **Connections**
Wales & West Utilities
Wales & West House
Spooer Close
Celtic Springs
Coedkernew
Newport
NP10 8FZ

Email: frontdeskrequests@wwutilities.co.uk



Did you know?

You can now get an instant quotation online at:
www.wwutilities.co.uk/onlinequote



Got a question about applying?

See page 8 for advice, or call our customer service team on
0800 912 2999

