

# Non-domestic and multiple application form



We'll be happy to give you an accurate quotation – just fill in the sections below and send us the form.

## Opening hours:

**8am to 8pm** weekdays

**9am to 2pm** Saturdays

## Any questions?

Give us a call on **0800 912 2999**.

We're here to help.

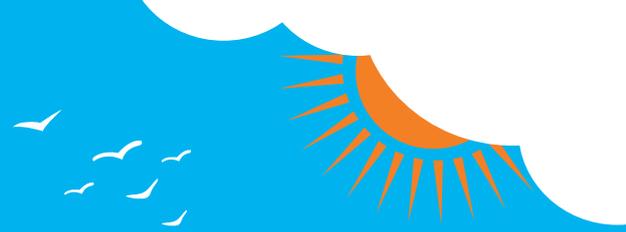
Or you can apply for a quote online at:

[www.wwutilities.co.uk](http://www.wwutilities.co.uk)

## Use this application for:

- multiple properties;
- a single commercial property;
- an increase in gas usage;
- multiple or commercial supply; or
- alterations.





SMELL GAS? Please call  
the gas emergency service:

0800 111 999

## 1. Your details (these are the details we'll use to contact you)

Name:

Company name:

Address:

Postcode:

Daytime phone:

Mobile:

Email:

Tick the ones below that apply to you.

- |  |   |
|--|---|
| <input type="checkbox"/> Owner/occupier            | <input type="checkbox"/> Local authority or housing association |
| <input type="checkbox"/> Gas supplier              | <input type="checkbox"/> Charity                                |
| <input type="checkbox"/> Housebuilder or developer | <input type="checkbox"/> Consultancy or agent                   |

Other (please give more details)

## 2. Where should we send your quotation?

Name:

Company name:

Address:

Postcode:

Daytime phone:

Mobile:

Email:

We'll email a copy of your quotation if you give us an email address.  
We'll also post a printed copy to the address you fill in above.

## 3. Who's paying for the quotation?

Here's where you tell us about the person who will be paying for the quotation.

Name:

Company name:

Address:

Postcode:

# Sleep tight

At Wales & West Utilities we are busy raising awareness of gas-safety issues and helping you, our customer, sleep soundly at night.



## 4. Where will we be working?

Here's where you tell us about the person who will be paying for the quotation.

Site name or number:

Address:

Postcode:

Contact name:

Daytime phone:

Mobile:

**Does anyone living at the property have any communication, access, safety or specific needs that we should be aware of?**

If so, please give details below for example, deaf, blind or disabled.

# Zoom!

There in a flash

We work hard to make sure our response time to a gas emergency is just a matter of minutes.



## 5. What do we need to do?

Let us know what kind of work is needed. Just tick the box and then fill in the sections shown next to the tick box.

- New supply to multiple properties .....  
**Please fill in sections 6, 8 to 10 and 14**
- Change or increase in gas use .....  
**Please fill in sections 7 to 14**
- Single commercial property .....  
**Please fill in sections 6 to 8 and 10 to 14**

## 6a. How much gas will you need?

Use this section to give us more details about the site. For help with the gas-use information, please contact a Gas Safe engineer by visiting [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

Please give us details about the type of site. Is it:

- a new build?       an existing property?

Are the property, or properties, only used, or to be used, for domestic use?  
If 'Yes' please go to section 6b. If 'No' please fill in the table below.

- Yes       No

Type of property for example, unit	Number of each type for example, 1	Hourly gas use for example, 200kw/h	Yearly gas use for example, 200,000kw/h
		kw/h	kw/h

**For large commercial sites (factories and so on) with a pressure of 19mbar or higher.** We normally supply gas at a pressure of 19mbar at the inlet to the metering installation. If you need a higher pressure, please say this on your application form. If you plan to install a booster, a compressor or combined heat and power (CHP), please call our customer service team on **0800 912 2999** to ask for a booster form.

## 6b. How much gas will you need?

Please let us know the breakdown of the domestic properties on the site. Say whether they are flats or houses and if you would like us to use the standard default gas-use details for an average four-bedroom house (60kw/h) and an average three-bedroom flat (30kw/h).

Type of property	Default loads	Can we use the default loads?	Any special load requirements for example swimming pool?	Number of each
House	60 kw/h		kw/h	
Flat	30 kw/h		kw/h	

# Solid

as a rock

It is important to us that you trust us to deliver reliable gas supplies year in year out.



## 7. Where are the meters?

Please provide a site plan showing the meter positions for each service. Also use the box below to explain the meter positions in more detail, for example, floor level, front or side of the building.

## 8. Which meter boxes would you like?

Use this section to tell us exactly which meter boxes you need for your meters. You can find more information at [www.wwutilities.co.uk](http://www.wwutilities.co.uk).

Based on your details in section 6a and 6b, if your hourly load is less than 65kw/h or you chose the default hourly gas use (as explained in section 6b), please choose one of the following types of meter box.

**Buit-in**



**Wall-mounted**



**Semi-concealed**



**Internal**



Number needed?

The semi-concealed meter box does not allow for smart gas meters. If you will be having smart meters installed, you will need to provide your own gas-meter housing.

**Based on your details in section 6a and 6b, if your hourly load is less than 65kw/h or you chose the default hourly gas use (as explained in section 6b), please choose one of the following types of meter box.**

Would you like your meter housing to be wall-mounted or freestanding?

Wall-mounted (up to 270kw/h)  Freestanding

Would you like to provide and install the housing unit yourself?

Yes (You will provide a drawing with your gas quotation.)  No

If you want a freestanding mounting, you will need a concrete base. Would you like to build this yourself? You will need a base schematic drawing.

Yes (We will provide a drawing with your gas quotation.)  No

## 9. Changing and increasing gas use

Please use this section to let us know the details of your change or increase in gas use.

Existing meter point reference number:

Existing meter position:

New meter position (if needed):

Existing hourly peak gas use:

Increased hourly peak gas use:

Existing yearly peak gas use:

Increased yearly peak gas use:

# Snug

Home is where the heat is.  
Our network connects millions of homes and businesses in Wales and the south west of England.



How would you like your gas reconnected? (Domestic meters only)

### Option one: Full reconnection

If you'd like us to do all the work for you, this is the option for you.

**We will** disconnect your meter, move your gas service pipe and move your meter to the new location. We will then reconnect your pipework, up to the two meters.

**You don't need to**

do anything. Once our team has left the site, your gas will be back on.

### Option two: Partial reconnection

If you want to arrange for an engineer on the Gas Safe register to reconnect your pipework, this is the option for you. If you choose this option, there will be some time when you are without gas.

**We will** disconnect your meter, move it to the new location and cap the pipework.

**You'll need to** arrange for a Gas Safe engineer to reconnect your pipework after we have left.

### Option three: No reconnection

If you need to change your meter, for example, from an internal to a semi-concealed meter box, or are not ready to be back on gas, this option is for you.

**We will** disconnect your meter and leave it in a safe place for you. We will then move your gas service pipe.

**You'll need to** arrange for a Gas Safe engineer to fit the meter and carry out all the work when you'd like your property to have a gas supply again.

We will need to survey all non-domestic reconnections before you decide how you would like your gas reconnected.

# Going the distance

We are here to help you throughout the whole process, from start to finish. So get in touch if you need any advice.



## 10. Phasing and future development

Sometimes a site is built in phases over a number of years. Please use this section to give us a clear understanding of what levels of phasing there will be on the site.

Will the site be phased or have future development? (If 'No', please skip to section 11.)

Yes  No

Provide the date when the first phase will begin or the date future work will begin?

Please give details of the phasing and future development needs here. For larger sites we'll need a separate phasing plan.

## 11. Site limits and problems

A site limit or problem is a restriction on the site which may prove difficult when we arrive. Please use the following list to let us know about these.

Are there site limits or problems on your site? (If 'No', then please skip to section 12.)

Yes  No

Crossing someone else's land

Timber frames

Church property

Property conversion

Listed building or conservation area

Thick walls

Change in ground levels

Restricted access or a special pass code needed

Contaminated land

Asbestos

## 12. Any engineering difficulties or other relevant information?

## 13. Digging on private land (excavation)

Let us know if you'll be digging on your private land. Give a brief explanation of where on the site you'd like the gas pipes to be laid. Doing your own digging will be cheaper!

Will you be arranging for the digging to be done on private land?

Yes     No

Use this box to explain the route you'd like the gas pipe to take on your land.

## 14. Type of quotation

Tell us if you'd like an estimate-only quotation. Although we cannot accept an estimate-only quote, it can be helpful during the early stages of a site's development.

Would you like an estimate-only gas quotation?

Yes     No



We are always looking for ways to deliver the best value for all our customers.

## 15. The final step

Please make sure you have filled in all relevant boxes and checked them before you send your form in. Missing information may cause a delay in receiving your gas quotation.

Once you've filled in your application, send it to us by post or email.

Email:

[frontdeskrequests@wwutilities.co.uk](mailto:frontdeskrequests@wwutilities.co.uk)

Post:

Wales & West Utilities  
Wales & West House  
Spoooner Close  
Coedkernew  
Newport  
NP10 8FZ

If your request is for a new build, make sure you supply a scale plan and use the checklist below.

- |   |  |
|---|--|
| <input type="checkbox"/> Crossing someone else's land | <input type="checkbox"/> Existing geographical properties shown? |
| <input type="checkbox"/> Scaled drawing?              | <input type="checkbox"/> Meter positions marked ?                |
| <input type="checkbox"/> Site boundary marked?        | <input type="checkbox"/> Proposed gas route?                     |
| <input type="checkbox"/> New-build properties shown   |  |

## 16. Your signature please...

Don't forget to sign and date below! (Handy tip – for new gas supplies, you'll need to choose a gas supplier – they will then fit your new gas meter.)

Name:

Signature:

Date:

### Wales & West Utilities

Wales & West House

Spoooner Close

Celtic Springs

Coedkernew

Newport NP10 8FZ

Registered in England and Wales  
number 5046791

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Plain English Campaign

