

FOR AN ALTERATION



# Altering a gas connection

to your home or business

## 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

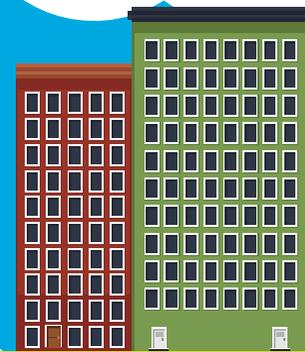
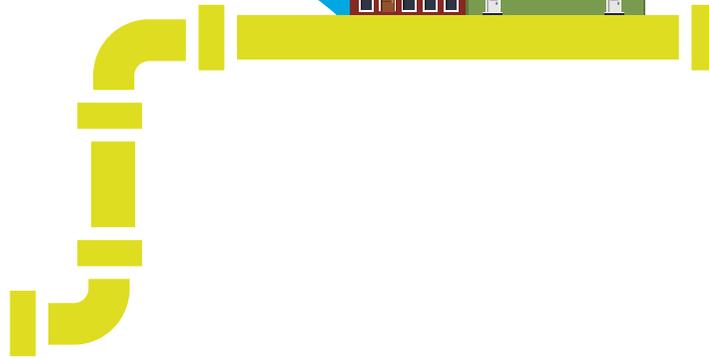
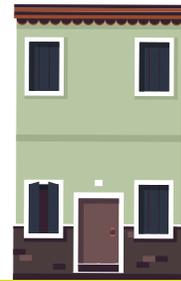
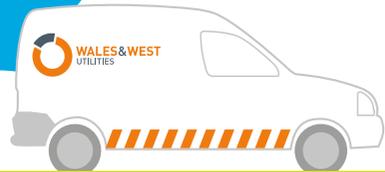
We want to make things as easy as possible for our customers. So this booklet has everything you need to know if you want to do either of the following:

1

Change the position of your gas meter.

2

Move your gas pipe and meter box, if needed, to a new location.



## 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.



# Altering your gas supply

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



## Did you know...

We connect around 11,000 new customers to our network every year and alter more than 3,000 gas services.

## The top reasons for altering your gas supply

- 1 You're building a new extension.
- 2 You're redesigning your kitchen.
- 3 You're building over the existing gas pipe or changing the ground levels.
- 4 You can't access your emergency control valve (ECV).

## Got a question?

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



## Step 1

# The first checks

Before you contact us for a service alteration to alter your gas supply, there are three important questions you can ask yourself to save time and money.

1

3

## Do I need your services?

We can alter the route of your existing gas supply and meter box.

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

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



## What kind of alteration do I need?

We provide four different types of alteration service:

### Back to back

We'll move your gas meter from inside your property to outside your property – back to back. You will need a new meter box to house it.

### Move meter only

We'll move the gas meter within two metres in the same room leaving the existing service in the same position.

### Move service only

We'll move the service pipe but not the meter. We can either lower the service pipe or move it around a new feature.

### Move service and meter

We'll move your service pipe and meter to a new location.

4

## Will my current pipes be big enough?

If you are getting a bigger boiler or increasing the size of your meter, you might need a larger gas pipe. It all depends on how much gas you are likely to use. If this is the case, contact a Gas Safe registered engineer to help you find out your gas load. You can then contact our customer service team, on **0800 912 999**, for more information.

## Plan ahead

If you want us to move your gas service pipe, please remember that our team will probably need to dig up part of your land.

5

## Can I get any help towards the cost of the alteration?

If you're registered with your gas supplier (the company you pay your gas bill to) as a priority customer and on their priority service register, they may be able to move your meter free of charge. If you're not sure if you're eligible, it's well worth checking with your gas supplier before you apply. Plus we may be able to fund work where you cannot get to your emergency control valve due to your circumstances.

## We charge for all our work

For a breakdown of our charges, please visit our website: [www.wwutilities.co.uk](http://www.wwutilities.co.uk)



## Got a question?

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





## Step 2

# Applying for your installation

We understand just how important it is to get your alteration carried out quickly, safely and in a way that suits you. That's why we make it easy for you to get a quote and book our engineers.

## 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](http://www.wwutilities.co.uk/onlinequote)

### Option 2

Fill in the application form included with this booklet then simply post or email it back to us – our details are on page 18. You can also fill in the online application form on our website: [www.wwutilities.co.uk/onlineapplication](http://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 survey is needed.

## When will the work be done?

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

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

## Plan ahead

There are various factors that can affect the time it takes us to give you a quote and complete the work:

- Where your property is.
- Requirements from the Local Highway Authorities (road closures and so on).
- Dealing with risks specific to the site and difficulties.

## 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.



## Got a question?

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





## Step 2 continued...

### Decision 1: how the work is carried out

#### 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.wwestutilities.co.uk](http://www.wwestutilities.co.uk)

### Your alteration. Your way.

When we provide a quote, we'll ask you to make two important decisions.

### 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!

### Decision 2: the way your meter is reconnected

Once we've moved your service pipe, your existing gas meter will need to be moved or in some cases changed. There are three options to choose from.

#### Option 1:

**Full reconnection**

If you want 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 two metres.

**You'll need to** do nothing. Once our team has left the site, you will be back on gas.

#### Option 2:

**Partial reconnection**

If you want a Gas Safe registered engineer 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 registered engineer to reconnect your pipework after we've left.

#### Option 3:

**No reconnection**

If you need to change your meter, for example, from an internal meter 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 registered engineer to fit the meter and carry out all the work, when you want your property to be back on gas.

## Got a question?

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



### 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.

## 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.

For smaller meters

### 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. However, you may need to contact your gas supplier to change your gas meter, as it may not fit in this type of box.



For larger meters

# Build your own kiosk

Many people choose to build a kiosk around their meter. These kiosks can be wood, concrete or brick and often have a concrete base. Read our developers' pack or speak to one of our designers to make sure your kiosk meets the gas safety requirements.

### Bolt-on GC2

This is the ideal solution for a U16 meter. It bolts straight onto your wall so doesn't need a base.

### Purpose-built fibreglass kiosk

These work particularly well for large gas meters – up to U100.

## Top tip

We can provide either the bolt-on GC2s or the purpose-built fibreglass kiosks for you. Or, you can find them yourself through a dealer or your gas supplier. We can also install the concrete bases if you want to build your own kiosk.

## Step 4

### 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.

## Getting ready



### What you can expect from us before alteration day

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



## What we need from you

Use this checklist to make sure you're ready for alteration day.

### Things to do:

- ✓ Collect your built-in meter box (if that is the meter box you chose to use) and get it installed by a builder.
- ✓ Dig your trench (if you've chosen to do this yourself).
- ✓ Remove any plants, trees and shrubs from the proposed route of the new gas supply.
- ✓ Clear any obstructions such as skips and scaffolding.

## On the day

With more than 3,000 alterations made every year, our engineers are the experts in altering 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, if you have things to do, you can leave us to it.

## What you can expect from us

Our engineers will arrive promptly with everything they need to alter your 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.



## Step 5

### Completing the job



Once our engineers have carried out your alteration, there are two important things to do.

#### Reconnect your meter

If you chose our partial-reconnection or no-reconnection service (see page 11), you will need to arrange for a Gas Safe registered engineer to fit your gas meter. You can find an engineer local to you at: [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

#### Staying safe

After we have completed your alteration, for your safety, you will need to contact a qualified electrician to install an earth connection from your copper pipework – the type usually used for plumbing – to the earth on your electric consumer unit.

#### Got a question?

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





## Altering a gas connection

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

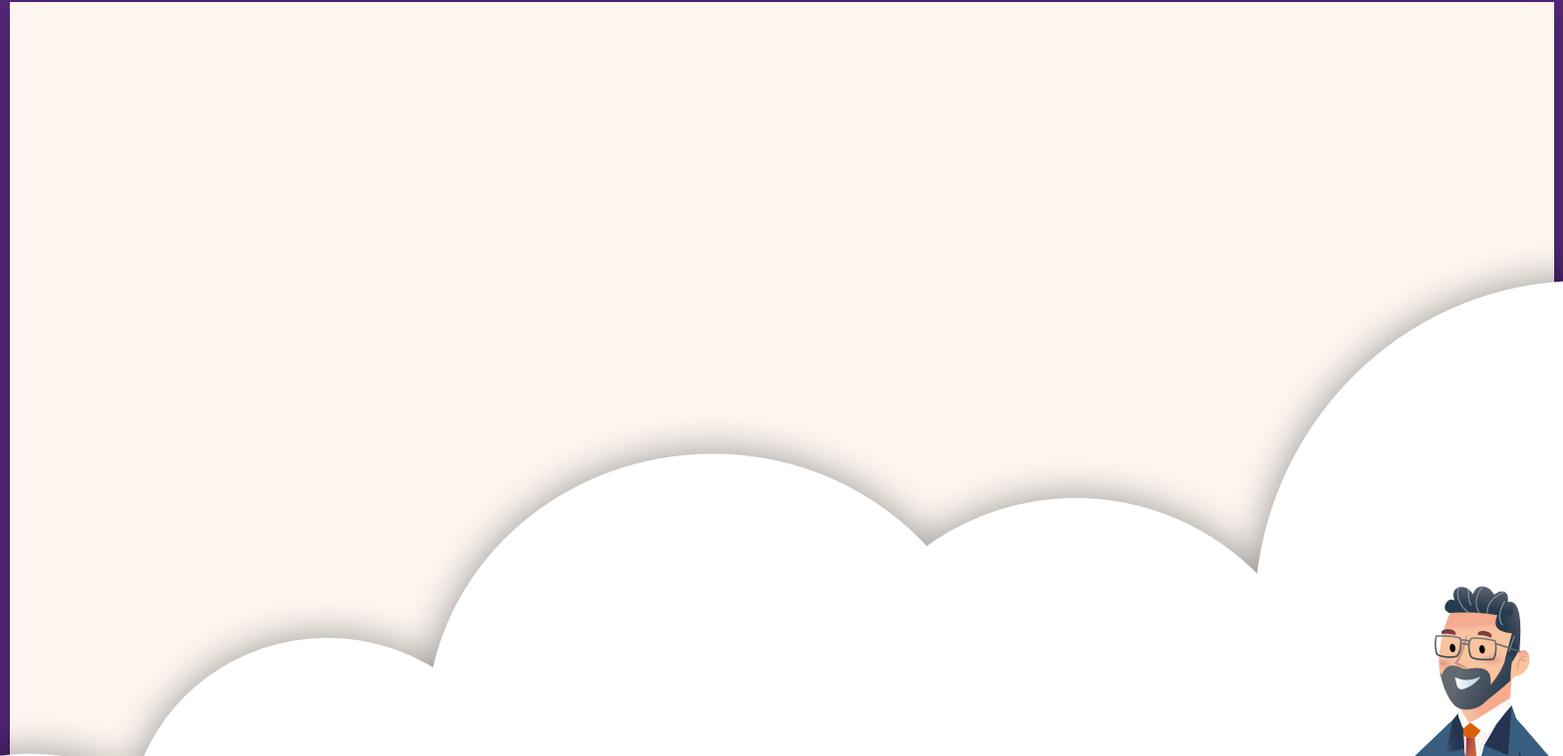
Post: **Connections**,  
Wales & West Utilities  
Wales & West House  
Spooer Close  
Celtic Springs  
Coedkernew  
Newport  
NP10 8FZ

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



### Did you know?

You can now get an instant quotation online at:  
[www.wwutilities.co.uk/onlinequote](http://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**

