

FOR
BUSINESSES
& MULTIPLE
PROPERTIES



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**



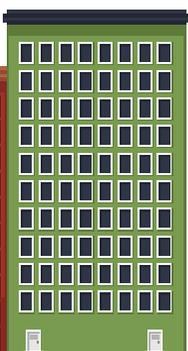
Hello

We want to make things as easy as possible for our customers. So this booklet has everything you need if you want:

- More than one gas connection (for flats, a new development of buildings and so on); or
- A new gas connection for any building that isn't a home.

If you need a gas connection for your home, please get in touch with our customer services team on **0800 912 2999**.

A separate brochure will guide you through this process.



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.



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 you know exactly what to expect.



Did you know...

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

Who does what?

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

Our engineers: we 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: installs an earth connection from your internal pipework to the earth on the electric consumer unit.

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

1

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.wwutilities.co.uk/postcodechecker

If your building is 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.



Did you know...

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

3

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.

For more information, please see our website: www.wwutilities.co.uk/warmhomeassistance and the Integrated Energy services website: www.ieservices.org.uk

Did you know...

There are a number of different grants available to help improve your energy efficiency. Contact the Energy Saving Trust for more information.

Energy Saving Trust: www.energysavingtrust.org.uk

England: **0300 123 1234**

Wales: **0800 512 012**

Got a question?

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



We charge for all our work

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



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. That's why we make it easy for you to get a quote and apply for your installation.

Got a question?

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



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 18. You can also fill in the online application form on our website: www.wwutilities.co.uk/onlineapplication

The information we'll need

For new buildings

- A scale map of the new building or buildings, showing the surrounding geography such as roads and buildings. Your architect should be able to give you this.
- An 'X' marked on the map to show the meter position for each new gas supply.
- Estimates for your hourly and yearly gas needs.
- Electronic plans, ideally PDF format, of your site plan (these are not essential but can be useful).
- Information about any external cladding or special features of the building, so that we can carry out a survey before we start doing any work. For more information, please ask for a developers' pack from our customer service team.

For existing commercial buildings (such as shops)

- Estimates of your hourly gas needs.
- An estimate of your yearly gas needs.
- Information about any external cladding or special features of the building, so that we can carry out a survey before we start doing any work. For more information, please ask for a developers' pack from our customer service team.

For large commercial sites (factories and so on) with a pressure of 21mbar or higher

We normally supply gas at a pressure of 21mbar 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.



Step 2 continued...

Once we've received your application, we will send you a quote within 11 to 21 working days, although this may take longer if the connection is particularly complicated and we need to carry out a site survey. Your quote will be valid for 90 days.

Estimating your gas needs

Not sure how to estimate your gas needs? Contact a Gas Safe registered engineer or a plumber to find out these figures.

When will the work be done?

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

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

Plan ahead

There are three factors that might delay 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 your site and engineering difficulties.

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 guidelines with your quote but you can also find these at: www.wvutilities.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!

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/scheme/girs

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.

Got a question?

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



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.

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 larger gas meters
(above 6scmh or 65kw)

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 meters – up to U100.

Top tip

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

For smaller gas meters
(domestic sized to supply
up to 6scmh or 65kw)

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. For larger gas meters (above 6scmh or 65kw).



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 that gave you the date we would be arriving on site.

Getting ready



What you can expect from us before connection day

Before the big day, our engineer 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

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

Things to do:

- ✓ Get permission from anybody whose land we will need to dig on.
- ✓ Have any built-in meter boxes, kiosks or kiosk bases installed (if you have chosen to use these).
- ✓ 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 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, 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 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 will 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 or at: 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.

How do I connect the gas supply to my internal pipes, boilers and appliances?

All the gas pipework 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.

Got a question?

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





A new gas connection

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

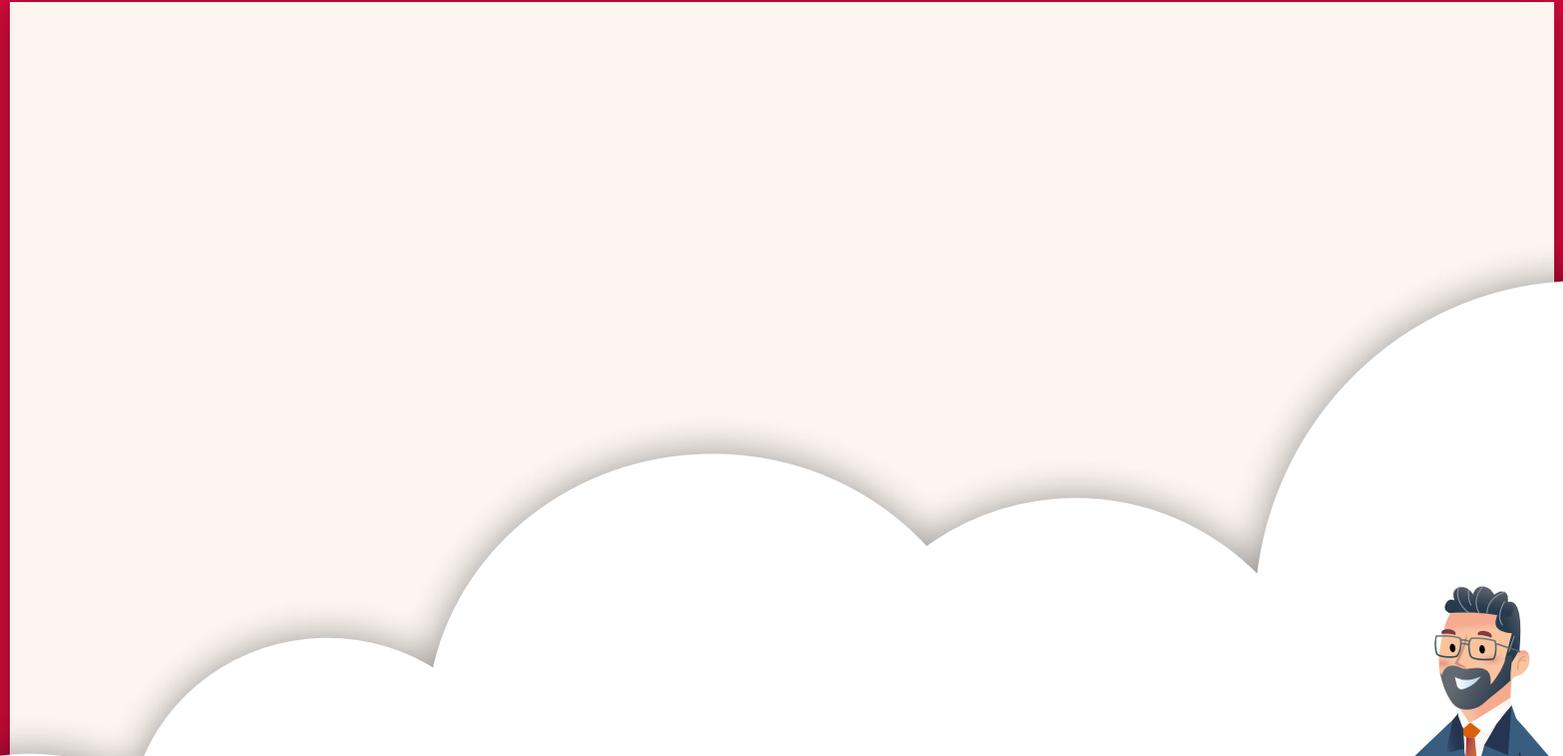
Post: **Connections**,
Wales & West Utilities
Wales & West House
Spooer Close
Celtic Springs
Coedkernew
Newport
NP10 8FZ

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

