

# Your Connection



# A bit about us...

At Wales & West Utilities, we keep you safe and warm.

Every day, 7.5 million people across Wales and south west England rely on our gas network. We don't sell gas, we look after the pipes that keep it flowing to heat homes and power businesses. We respond to gas emergencies and invest £2 million every week upgrading our network.

From Wrexham to Redruth, you can count on our outstanding levels of customer service every hour of every day.

**It's a vital service – and one we're extremely proud to deliver.**

## Smell gas?

**Call us immediately  
on 0800 111 999**

Put out all naked flames, and don't smoke or strike matchsticks. If you can, turn off your gas supply at the meter.



# What we need from you

Before we change your gas supply, make sure you:

- **Arrange an appointment with us to deliver the built-in meter box to you.** Please make sure this is installed by a builder before we arrive to do the work.
- **Dig your trench** (if you've chosen to do it yourself).
- **Remove any plants, trees and shrubs** from around the new gas supply.
- **Clear any obstructions** like skips or scaffolding. If you don't, we might not be able to do our work.
- **Arrange for someone to be at the property** while we carry out work.

By law, you'll need to sign up with a licensed gas supplier before you start using gas. It is your gas supplier's responsibility to install and provide you with a gas meter. Before it's 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.

Visit [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

# Next steps

## STEP 1



Accept the quote we've sent you. It will be valid for 90 days.

YOUR RESPONSIBILITY

## STEP 2



Make payment in full

YOUR RESPONSIBILITY

## STEP 3



We'll confirm payment has been made

OUR RESPONSIBILITY

## STEP 4



Next, we'll contact you to schedule your work.

OUR RESPONSIBILITY

## STEP 5

Arrange a gas supplier to provide you with a gas meter. You'll need to give them your Meter Point Reference Number (MPRN)

We'll send you this when you've paid for your connection.

OUR RESPONSIBILITY

# Doing your own digging

You can save money by digging your own trenches, then filling them back in once our work is done.

We'll send you trench guidelines with your quote, but you can also find these at [www.wvutilities.co.uk](http://www.wvutilities.co.uk)

The gas pipework in your home must be installed by your gas supplier or a Gas Safe registered engineer. You can find a local engineer at [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

## STEP 6



Our engineers will come and do the work you've asked for.

OUR RESPONSIBILITY

## STEP 7



We'll fill in the holes we've dug and get things back to normal within 5 days

OUR RESPONSIBILITY



You may get a survey asking you about our work.

We want to deliver a 10/10 service. If we're not meeting your expectations, please let us know.

If you require assistance contact us on 0800 0726 814

# Warm Home Assistance scheme

## Check if you're eligible

We want to play our part in tackling fuel poverty. Since launching our Warm Home Assistance scheme in October 2009, we have funded more than 15,000 connections to mains gas by offering vouchers towards the cost of a new gas supply to eligible households.

## You could receive a grant if:



You live in an area eligible for support as defined by the Government.



You live in a private property which you own or rent and receive qualifying Government benefits for.



You spend a high percentage of your household income heating the home.

## Priority Service Register

Every gas, water and electricity supplier and your electricity distribution network have what's called a Priority Services Register (PSR). This register helps us and other utilities to make sure we look after those who need it most.

## Who can join the PSR?

### Households who have:

- Someone aged 60 or over living at the property.
- Someone under the age of 5 living with them.
- Someone who is living with a chronic medical condition or is registered disabled.
- Another specific need, such as sight or hearing impairments.

## Want to know more?

Visit [wwutilities.co.uk/priority](http://wwutilities.co.uk/priority) for more information or call our Priority Services team on 02920 278 558

 @WWUtilities

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

 [wwutilities](https://www.instagram.com/wwutilities)

