

## Who pays for corrective work where an illegal connection has been made?

The cost of any works to rectify a defective gas supply may be passed back to the end user of the affected property. Initially the Gas Distribution Network will make the gas supply safe. The end user of the property will then be expected to apply for a new gas service or service alteration using an authorised party. The corrective work to install a new service or carry out an alteration to your gas service to the correct standards will be chargeable. The lead time for completing this work may be several weeks and may also be dependent on gaining a permit from your local authority to excavate the highway to make the new gas connection if necessary.

In addition, if any gas used has not been metered and/or paid for via a Gas Supplier, the Gas Distribution Network has an obligation to recover the cost of the gas used.

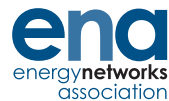
**Note:** In some cases, the Gas Distribution Network may report the situation to the Health and Safety Executive and prosecute the offender.

## Meter Point Reference Numbers for gas supplies

Before a new Meter Point Reference Number is issued Gas Distribution Networks will carry out a number of system checks to ensure that the service has been installed by an authorised party, in some instances a site inspection of the service maybe required.

## Useful telephone numbers

- > Meter Point Reference Line Domestic: **0870 608 1524**
- > Meter Point Reference Line Industrial and Commercial: **0845 601 3049**
- > Citizens Advice Customer Helpline: **03454 04 05 06**
- > If you smell gas call the National Gas Emergency Number: **0800 111 999**
- > Gas Safe Register: **0800 408 0606**



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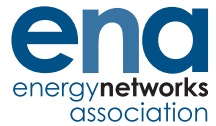
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The Voice of the Networks



# Energy Networks Association

## Installing, altering and disconnecting gas services – preventing illegal connections



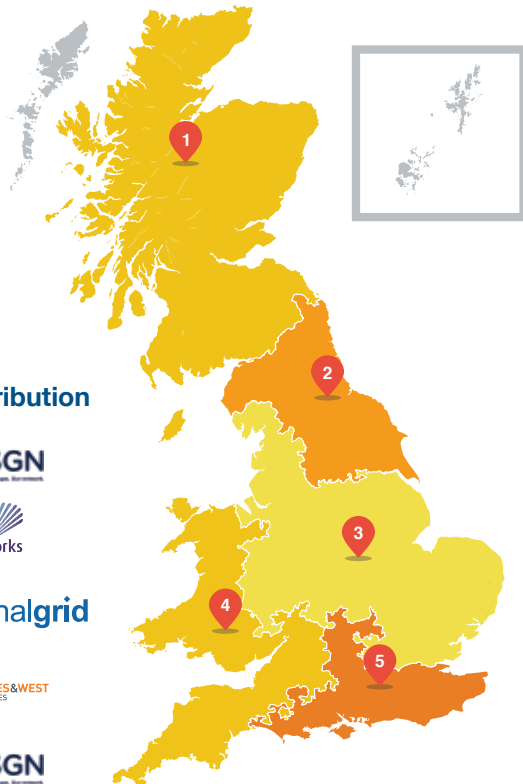
## Who is authorised to install, alter or disconnect gas services?

Gas service connections, alterations and disconnections must only be carried out by Gas Distribution Network companies or by companies who are accredited by the Gas Industry Registration Scheme (GIRS) known as Utility Infrastructure Providers (UIPs). Multiple new gas connections can also be undertaken by Independent Gas Transporters (iGTs) who are able to build and operate gas networks.

Details of companies that can install, alter or disconnect gas services can be found on the following website: <http://www.lr.org/en/energy/utilities-and-building-assurance-schemes/gas-industry-registration-scheme/girs-search.aspx>

The map below should help you identify the gas distribution company that operates in your local area.

## Gas Distribution

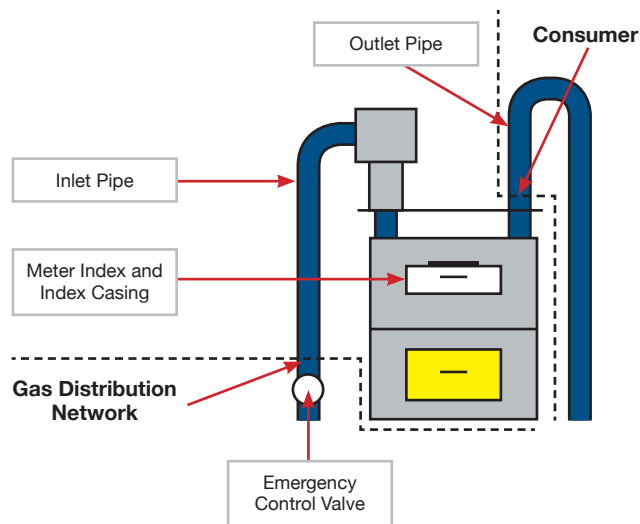


## Metering Installation

In addition to contacting either your local **Gas Distribution Network Company** or **UIP** to undertake the work to install, alter or disconnect your service, you can also ask a gas supplier to arrange this work on your behalf.

The pipework from the outlet of your gas meter to your gas appliances will not normally be provided by the Gas Distribution Network or the UIP who carried out the work on your gas service. The outlet pipework from the gas meter to your appliances must be installed by a qualified gas safe registered engineer. A register of approved gas safe engineers can be found on the following website: <http://www.gassaferegister.co.uk/>

The diagram below illustrates the outlet pipe from the meter at which point the consumer is responsible for the pipework and the appliances. This diagram also shows the Emergency Control Valve and the point before the meter where the Gas Distribution Networks responsibility ends.



The meter installation is owned by a Meter Asset Manager and installation or modification must be arranged via a gas supplier.

## Can a gas safe engineer install, alter or disconnect my gas service?

No. Persons who have a gas safe register accreditation are not allowed to install new gas services or carry out alterations to the gas service before the Emergency Control Valve (ECV) or extend pipework to additional ECVs from an existing ECV, nor can they disconnect your service pipe at the gas main outside your property. If a gas service is found to have been installed or altered by an unauthorised third party then it may be disconnected by the Gas Distribution Network.

## I need a new gas supply, am developing a site or converting my property into flats. What should I do?

If you're converting your property into flats and want additional gas supply for each flat you will need to contact your local Gas Distribution Network or a UIP to undertake this work. Additionally you can contact a gas supplier who can arrange this work on your behalf. These companies will carry out the appropriate network modeling to ensure that the gas service pipe used is the correct size to avoid future problems with poor gas pressure. It's worth remembering that only these companies have access to the network models and gas demands in your area. They are also the only companies who can issue you with a Meter Point Reference Number which you will need for accurate billing from a supplier.

## What if I suspect my gas service pipe isn't fit for purpose?

If you suspect that your gas service isn't fit for purpose you should contact your local Gas Distribution Network who will carry out a check for safety.

**It's illegal for gas connections or alterations to be carried out by an unauthorised party.**