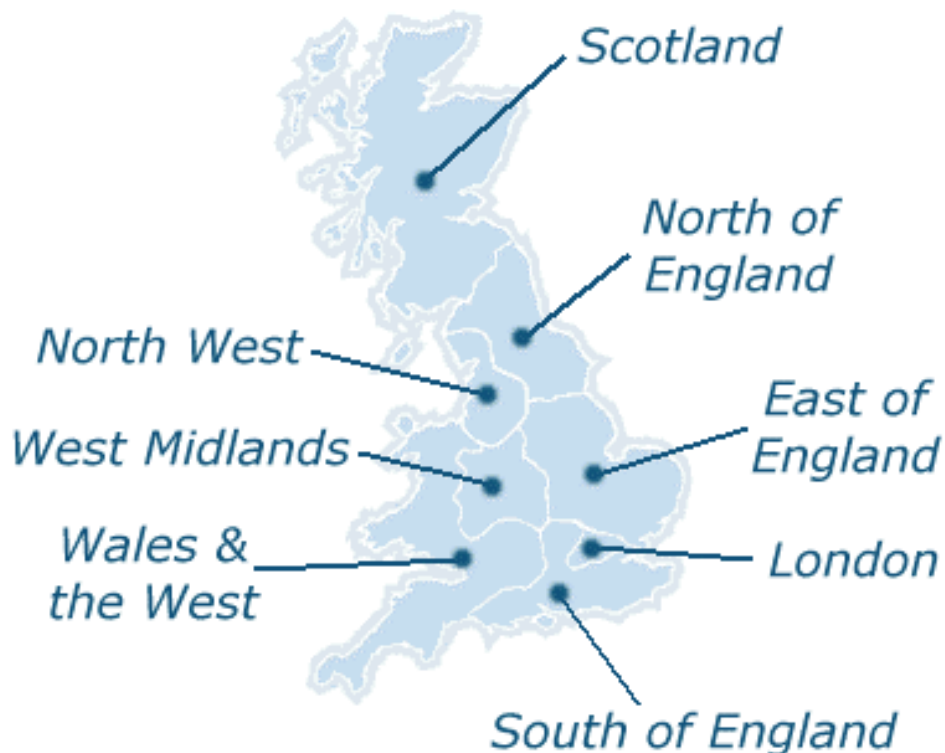


## How do I obtain a one-off gas connection to Industrial and Commercial properties?

There are three ways in which to obtain a gas connection:

### 1. Using a Gas Transporter (GT)

The following GTs currently operate only in specific areas of the UK, as outlined in the UK Gas Distribution Map below. To obtain a connection from one of these GTs you need to contact the relevant GT for your area.



Network name	Network owner	Domestic connection provider	Contact
East of England	National Grid	National Grid	<a href="http://www.nationalgrid.com/uk/Gas/Connections/">http://www.nationalgrid.com/uk/Gas/Connections/</a> 0870 903 9999
London	National Grid	National Grid	<a href="http://www.nationalgrid.com/uk/Gas/Connections/">http://www.nationalgrid.com/uk/Gas/Connections/</a> 0870 903 9999
North of England	Northern Gas Networks	Northern Gas Networks	<a href="http://www.northerngasnetworks.co.uk/cms/14.html">http://www.northerngasnetworks.co.uk/cms/14.html</a> 0870 300 7677
North West	National Grid	National Grid	<a href="http://www.nationalgrid.com/uk/Gas/Connections/">http://www.nationalgrid.com/uk/Gas/Connections/</a> 0870 903 9999

Scotland	Scotland Gas Networks	Scotland Gas Networks	<a href="http://sgn.co.uk/index.aspx?id=952">http://sgn.co.uk/index.aspx?id=952</a> 0845 070 1432
South of England	Southern Gas Networks	Southern Gas Networks	<a href="http://sgn.co.uk/index.aspx?id=952">http://sgn.co.uk/index.aspx?id=952</a> 0845 070 1431
Wales & West	Wales & West Utilities	Wales & West Utilities	<a href="http://www.wwutilities.co.uk">http://www.wwutilities.co.uk</a> 0870 165 0597
West Midlands	National Grid	National Grid	<a href="http://www.nationalgrid.com/uk/Gas/Connections/">http://www.nationalgrid.com/uk/Gas/Connections/</a> 0870 903 9999

The following GTs operate on a national basis and generally provide new gas networks for new housing estates. They may also be able to offer connections for infill customers.

ESP Ltd	ES Pipelines, Hazeldean, Station Road, Leatherhead, Surrey, KT22 7AA <a href="http://www.espipelines.com/">http://www.espipelines.com/</a> 01372 227560
GTC Pipelines	Woolpit Business Park, Woolpit, Bury St Edmunds, Suffolk, IP30 9UQ <a href="http://www.gtc-uk.co.uk/">http://www.gtc-uk.co.uk/</a> 01359 240363
Independent Pipelines Ltd	Ocean Park House, East Tyndall Street, Cardiff, CF24 5GT <a href="http://www.independentpipelines.co.uk">http://www.independentpipelines.co.uk</a> 02920 304040
SSE Pipelines	SSE Pipelines, Robert Brown House, Pipers Way, Thatcham, Berkshire, RG19 4AZ <a href="http://www.scottish-southern.co.uk/SSEInternet/index.aspx?rightColExternalLinks=1280&amp;id=2714">http://www.scottish-southern.co.uk/SSEInternet/index.aspx?rightColExternalLinks=1280&amp;id=2714</a> 0845 300 2314
Energetics Gas	International House, Stanley Boulevard, Hamilton International, Technology Park, Glasgow G72 0BN <a href="http://www.energetics-uk.com/gas/">http://www.energetics-uk.com/gas/</a> 01698 404949

To obtain a connection from a GT you need to notify the GT within a reasonable time of the details of the premises to be connected and the date the connection is required.

## **2. Using a Utility Infrastructure Provider (UIP)**

You can employ a UIP that is competent to carry out gas connections work. Although some UIPs carry out one-off domestic connections, they tend to specialise in the construction of new housing estate networks and larger non-domestic one-off connections at present. The work undertaken by a UIP must be carried out in accordance with the standards and procedures laid down by the GT that will ultimately adopt and maintain the connection. It is not permitted for non-licensed persons to operate their own networks. Some UIPs may also procure a connection from a GT on your behalf as your agent.

You can obtain a list of UIPs engaged in this type of work by visiting the Energy and Utilities Alliance website ([click here](#)).

There is an independent registration scheme, operated by Lloyds Register, for companies engaged in independent connections work. Registered companies have demonstrated competence in particular areas of connection work and are subject to ongoing audit and inspection by Lloyds Register and all GTs recognise the scheme as appropriate for assessing competence. A list of registered companies is available at the Lloyds Register website ([click here](#)).

Registration is voluntary and both registered and unregistered companies can, by arrangement with the relevant GT, make connections to gas networks. You should note that registered companies can generally provide connections in a shorter time period than non-registered companies as their registered status means that they can follow a simpler process of adoption with the relevant GT.

## **3. Using a Licensed Gas Supplier**

Licensed gas suppliers can arrange for the installation of a connection to your premises by either the local GT or a UIP. The gas supplier can pass on the charge for arranging the connection. This charge may include an arrangement fee. There is full competition in the supply of gas within Great Britain, and customers are now able to buy gas from any gas supply company licensed to sell gas within Great Britain. A list of licensed companies is available from the Ofgem website [www.ofgem.gov.uk](http://www.ofgem.gov.uk).

### **If you are unhappy with the service provided**

If you are unhappy with any aspect of the service provided you should, in the first instance, contact the company with whom you have contracted for the connection and raise a complaint in accordance with their published procedures. If after 8 weeks (or before if both you and the GT agree nothing can be done) you remain dissatisfied you can contact the Energy Ombudsman<sup>1</sup> ([www.energy-ombudsman.org.uk](http://www.energy-ombudsman.org.uk)) who provide a redress scheme to deal with unresolved disputes. In certain cases it may be appropriate for disputes to be referred to Ofgem by the Ombudsman for formal determination.

### **Pipework from the meter to your gas appliances**

Pipework from your meter to your gas appliances will not normally be provided by connection arrangements you make with the GT/UIP/gas supplier. In all cases, a qualified Gas Safe registered engineer is required to install them for you. UIPs who carry out connections may also be Gas Safe registered and may offer to carry out this work as part of the connection.

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<sup>1</sup> From 1 October 2008, new arrangements for consumer representation came into force with the passage of the CEAR Act 2007. The Energy Ombudsman will settle disputes between energy companies and domestic and micro business consumers. Micro businesses are defined as a person supplied or requiring to be supplied at premises with an annual consumption of: electricity of not more than 55,000 kWh; or gas of not more than 200,000 kWh; or fewer than 10 employees and an annual turnover not exceeding €2m.

For more information on arranging the installation of pipework between your meter and your gas appliance you can contact the Gas Safe Register for a list of companies certified to carry out this type of work or you can obtain their details from the Yellow Pages/telephone directory.

### **Emergency services**

All first call emergency services are provided via a national telephone number, 0800 111 999. If you smell gas contact this number immediately.

There is no differentiation in the level of emergency service provided between the different licensed GTs.