

# *Network Innovation Competition Full Submission*

## *Supplementary Answer Form*

Tick if this answer is Confidential: ☐

Tick if this answer has been provided verbally: ☐

Project code:	WWUGN01	Question Number	8
Question date	12 <sup>th</sup> September 2013	Answer date	16/09/2013
Submission section question relates to	Section 7		
Topic	Exemption to GS(M)R Regulations		
Question	In obtaining an exemption from the GS(M)R, you state that you may need to access all gas customer premises in the Wadebridge area for the purposes of inspecting appliances and carrying out the necessary modifications. Please outline your approach to this potential requirement, how you intend to gain access to all premises and appliances and set out your contingency plan if access is not gained to all premises and appliances.		
Notes on question			
Answer	<p>We believe that gaining access to all premises, if required, to perform appliance inspections is achievable using normal WWU processes plus the key involvement WREN who will provide a key local link with the community through their membership base and local shop in Wadebridge.</p> <p>Wales &amp; West Utilities (WWU) has many years of experience of performing meter exchanges and fully understands the difficulties in gaining access to customers' premises when the work has not been requested by the customer.</p> <p>Without local involvement, WWU would plan this work in the same way we would for meter replacements. We would create a job in our work planning system for each premises with a gas connection to ensure that all premises were inspected. We would send letters notifying occupiers of the reason for and need for the inspection.</p> <p>This high density of jobs due to the likely requirement to inspect all premises would make it easier to call back to premises where access was not gained on the first visit. We believe that this factor would enable us to increase the access rates for the inspections to significantly higher levels</p>		

	<p>that we achieve for policy meter exchanges.</p> <p>WREN's involvement should further significantly improve access rates; WREN has about 1000 members who will be more informed about the project and likely to understand the need for an inspection. WREN also has a shop in Wadebridge and will be able to publicise the project and the need for appliance inspections if required to those in the community who are not members of WREN. The appliance inspections, if required will not be required until the latter stages of the project by which time local awareness should be fairly high and we expect this to facilitate increased access rates.</p> <p>During the planning stage for the inspections we would consider what further measures may be required to achieve the access rates required and we would consider whether we could offer additional valued services such as installation of Carbon Monoxide alarms. Indeed, some customers may also view the inspections themselves as a reassuring benefit. We could also consider prize draws and similar incentives.</p> <p>If we were not able to obtain access to the required premises then it is likely that the hydrogen injection would have to remain within current limits; in this case the project could continue without an exemption and demonstrate the technical feasibility of hydrogen injection and all the other parts of the project.</p> <p>It is conceivable that the need for inspections could be overcome by further research but it seems unlikely that this could be completed during the life of the NIC project. The experience with biomethane injection was that the first few schemes required individual exemptions supported by on-going work to monitor the network; however these were no longer required once the WWU work on corrosion had established the evidence base that allowed a class exemption to be issued. Finally, while we believe that appliance inspections are likely to be required to enable the HSE to grant an exemption this is not certain and depends on the outcome of the NIA project.</p>
Attachments	
Verbal Clarifications (Consultants )	