

How do I obtain a one-off domestic gas connection?

There are three ways in which to obtain a gas connection

1. Using a Gas Transporter (GT)

Network name	Network owner	Domestic connection provider	Contact
East of England	National Grid	National Grid	http://www.nationalgrid.com/uk/Gas/Connections/ 0800 0745 788
London	National Grid	National Grid	http://www.nationalgrid.com/uk/Gas/Connections/ 0800 0745 788
North of England	Northern Gas Networks	Northern Gas Networks	http://www.northerngasnetworks.co.uk/cms/14.html 0800 040 7766
North West	National Grid	National Grid	http://www.nationalgrid.com/uk/Gas/Connections/ 0800 0745 788
Scotland	Scotland Gas Networks	Scotland Gas Networks	https://sgn.co.uk/Our-Services/01-SGN-Connections/ 0800 912 1700
South of England	Southern Gas Networks	Southern Gas Networks	https://sgn.co.uk/Our-Services/01-SGN-Connections/ 0800 912 1700
Wales & West	Wales & West Utilities	Wales & West Utilities	http://www.wwutilities.co.uk 0800 912 29 99
West Midlands	National Grid	National Grid	http://www.nationalgrid.com/uk/Gas/Connections/ 0800 0745 788

In the vast majority of cases your domestic one-off connection will be provided or adopted by the relevant GT as listed above. In a minority of cases the nearest main may belong to an licensed Independent Gas Transporter (IGT). Details of IGTs are given below:

Energetics Gas Ltd	International House, Stanley Boulevard, Hamilton International, Technology Park, Glasgow G72 0BN http://www.energetics-uk.com/gas/ 0845 463 6623
Energy Assets Pipelines Ltd	Ship Canal House, 98 King Street, Manchester, M2 4WU https://www.energyassets.co.uk/gas/utility_networks/ 01506 405 405
ES Pipelines Ltd	1 st Floor, Bluebird House, Mole Business Park, Leatherhead, Surrey KT22 7BA http://www.espubg.com/ 01372 587 500
ESP Connections Ltd	1st Floor, Bluebird House, Mole Business Park, Leatherhead, Surrey KT22 7BA http://www.espubg.com/ 01372 587 500
ESP Networks Ltd	1st Floor, Bluebird House, Mole Business Park, Leatherhead, Surrey KT22 7BA

	http://www.espug.com/ 01372 587 500
ESP Pipelines Ltd	1st Floor, Bluebird House, Mole Business Park, Leatherhead, Surrey KT22 7BA http://www.espug.com/ 01372 587 500
Fulcrum Pipelines Ltd	2 Europe View, Sheffield Business Park, Sheffield, S91 1XH http://www.fulcrum.co.uk/services/gas-transporter/ 03330 146 455
GTC Pipelines	Energy House, Woolpit Business Park, Woolpit, Bury St Edmunds, Suffolk, IP30 9UP http://www.gtc-uk.co.uk/ 01359 240363
Independent Pipelines Ltd	Energy House, Woolpit Business Park, Woolpit, Bury St Edmunds, Suffolk, IP30 9UP www.inexus.co.uk 01359 240363
Indigo Pipelines Ltd	1 London Wall, London, EC2Y 5AB http://www.indigopipelines.co.uk/ 0345 300 2314
Quadrant Pipelines Ltd	Energy House, Woolpit Business Park, Woolpit, Bury St Edmunds, Suffolk, IP30 9UP www.quadrantpipelines.co.uk 01359 240363

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. The Gas Act 1986 (as amended) places various obligations on GTs as to how they can recover their costs depending on the nature of the connection.

Domestic premises within 23 metres of a relevant main

For domestic premises within 23 metres of a relevant main a GT is obliged, upon request, to install assets necessary for the connections of the premises and is entitled to recover the reasonable costs for providing the connection.

In most cases the GT will bear the costs of installing the first 10 metres of pipe in the public highway.

Infills

“Infills” is a term applied to communities where there are a number of existing properties that do not have a connection to a gas supply. These are often remote communities situated some distance from a relevant gas main.

Where a number of potential customers request that an infill project is undertaken, the GT will determine the connection charge at the beginning of the scheme and apply a similar charge to all requests for a connection to the main for a maximum period of twenty years. These charging arrangements are provided for under the Gas (Connection Charges) Regulations.¹

¹ For further information please see: The Gas (Connection Charges) Regulations 2001
<http://www.opsi.gov.uk/si/si2001/20013267.htm>

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 Utility Infrastructure Provider (UIP). The gas supplier can pass on the charge for providing the connection and pipework. This charge may also 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.

3. Using a Utility Infrastructure Provider (UIP)

You can employ a UIP that is competent to carry out gas connections work. Although some UIPs may 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.

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.

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 on 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.

Pipework from the meter to your gas appliances

Pipes from your meter to your gas appliances will not normally be provided by connection arrangements you make with the GT and/or your 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.

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 carryout this type of work or you can obtain their details from the Yellow Pages/telephone directory.

General Information

A GT should give you a quotation for connection to its network, but this quotation will not include the provision of a meter. The meter installation should generally be

organised by your chosen gas supplier. It is advisable that you appoint and sign a contract with a gas supplier at least 28 days before the date you want gas to flow.

On connecting your premises to the gas network, the GT is obliged to maintain the connection for as long as it is required and to repair and replace the pipework up to the meter when necessary except where you or your agent is responsible for any damage to the pipe.

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](#)² 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.

Emergency services

All gas emergencies should be reported through the 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.

² 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.