

# Connection Policy



**SGN**  
Natural Gas

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## Glossary of Terms

<b>Abortive Visits:</b>	<p>These occur when SGN Natural Gas or its agents visit the premises on behalf of the <b>Licensed Gas Supplier</b> or Relevant Person and where the requested works cannot be carried out for one of the following reasons:</p> <ul style="list-style-type: none"> <li>• No access to the premises to undertake works;</li> <li>• Necessary preparatory works have not been completed by the customer as agreed;</li> <li>•</li> <li>• The premises are unsafe and the required work cannot be completed;</li> <li>• The work request has been cancelled by the <b>Licensed Gas Supplier</b> or the property owner after SGN Natural Gas has despatched resources to the property;</li> </ul>
<b>Commissioning Supplier:</b>	<p>For <b>Domestic Premises</b> a <b>Commissioning Supplier</b> will be designated by <b>NIAUR</b> and will automatically be registered against the <b>Supply Meter Point</b> on Day 1. The consumer may appoint an alternative <b>Licensed Gas Supplier</b> who can be registered from 15 <b>Working Days</b> after submission of a valid <b>Supply Meter Point</b> confirmation, in accordance with established customer switching and registration procedures;</p>
<b>Default Supplier:</b>	<p>Customers in <b>Industrial and Commercial premises</b> using less than 732,000kWh per annum may appoint their own <b>Licensed Gas Supplier</b> for the supply of gas on Day 1. However, on completion of the meter installation work and where a <b>Licensed Gas Supplier</b> has not been appointed, a <b>Default Supplier</b> designated by <b>NIAUR</b> will be allocated as the <b>Licensed Gas Supplier</b>;</p>
<b>Distribution Pipeline or the Network:</b>	<p>also known as gas mains, this will be the Network that your gas service pipeline will be connected to;</p>
<b>Domestic Development:</b>	<p>means a development of at least 5 new build Domestic Premises where there is no existing connection to the relevant gas conveyor's pipe-line system;</p>
<b>Domestic Premises:</b>	<p>means a <b>Supply Meter Point Premises</b> where the gas is off taken wholly or mainly for domestic purposes;</p>
<b>Economic Appraisal:</b>	<p>means assessing the cost of providing the connection relative to future income streams to ensure it is economic and other customers are not required to subsidise an inappropriate share of the cost of connection;</p>
<b>Excluded Connection:</b>	<p>means those connection types that the gas conveyor has identified as not being included in The Gas (Individual Standards of Performance) Regulations (NI) 2014;</p>
<b>Health and Safety Best Practice:</b>	<p>means any applicable legal requirements that must be adhered to, including but not limited to:</p> <ul style="list-style-type: none"> <li>Gas Safety (Installation and Use) Regulations (Northern Ireland) 2004,</li> <li>Gas Safety (Management) Regulations (Northern Ireland) 1997;</li> </ul>
<b>Industrial and Commercial or Non-Domestic premises:</b>	<p>means a <b>Supply Meter Point Premises</b> where the gas is off taken wholly or mainly for purposes other than domestic;</p>
<b>Intermediate Pressure or IP:</b>	<p>means a <b>Distribution Pipeline</b> operating at above 2 bar pressure;</p>

<b>Licensed Area:</b>	means the area SGN Natural Gas is authorised to convey gas in as set out under Schedule 1 of its Licence, otherwise known as the Gas to the West or West Area;
<b>Licensed Gas Conveyor:</b>	means any person authorised by licence under Article 8 of the Order or by exemption under Article 7 of the Order to convey gas to designated areas as set out in its licence (its “Licensed Area”);
<b>Licensed Gas Supplier:</b>	means any person or body corporate authorised by licence under Article 8 of the Gas (Northern Ireland) Order 1996 (the “ <b>Order</b> ”) or by exemption under Article 7 of the Order to supply gas to a consumer’s property;
<b>Low Pressure or LP:</b>	means a <b>Distribution Pipeline</b> operating at 75 mbar pressure or below;
<b>Medium Pressure or MP:</b>	means a <b>Distribution Pipeline</b> operating at between 75 mbar and 2 bar pressure;
<b>Network Code:</b>	means the distribution network code we are required to prepare in respect of the <b>Network</b> , as amended from time to time and as approved by <b>NIAUR</b> ;
<b>NIAUR:</b>	means the Northern Ireland Authority for Utility Regulation (“The Authority”);
<b>Non-Domestic Development:</b>	means a development of new build non-domestic premises where there is no existing connection to the relevant gas conveyor’s pipe-line system;
<b>Non-Standard Quotations:</b>	means a quotation which requires a site visit but excluding a self-quote;
<b>Normal Working Hours:</b>	shall mean between the hours of 8:30am and 5:00pm on a <b>Working Day</b> (not being a Saturday or Sunday);
<b>Not Readily Connectable:</b>	as defined in paragraph 2.2.2;
<b>Readily Connectable:</b>	means within 50m of a suitable <b>Distribution Pipeline</b> forming part of the <b>Network</b> where the pipeline is either in operation or readily capable of being brought into operation;
<b>Peak Flow Rates:</b>	are measured in standard cubic metres per hour (scmh). Domestic services require a flow rate typically of up to 6 scmh. Offices, restaurants and small hotels etc. will typically require flow rates between 6 and 65 scmh. Larger <b>Industrial and Commercial premises</b> require individual assessment;
<b>Planned Site Visit:</b>	means a site visit undertaken by SGN Natural Gas on a specific date as agreed with the <b>Licensed Gas Supplier</b> or Relevant Person
<b>Purge and relight:</b>	means the reinstatement of the gas supply following a temporary interruption of supply. Purge and relight includes the performance of a tightness test and the visual inspection of the downstream gas installation and connected appliances;
<b>Standards of Performance Regulations:</b>	means individual standards and the levels of compensation to be paid where the gas conveyor fails to deliver prescribed levels of service set out in The Gas (Individual Standards of Performance) Regulations (Northern Ireland) 2014;
<b>Self-Quote:</b>	(this is not a service currently offered by SGN Natural Gas) means a quotation produced by the customer for the provision of a new

	connection or alteration of an existing connection in accordance with any conditions published by the relevant gas conveyor to enable the customer to calculate the cost of those works;
<b>Standard Quotation:</b>	(excluding a self-quote) means a quotation that does not require a site visit;
<b>Supply Meter Installation:</b>	means the meter and associated equipment installed at a consumer’s premises, including associated pipework, regulator, filters, valves, seals, housings and mountings;
<b>Supply Meter Point:</b>	is a <b>Network</b> point at which gas may be off taken from the Network for the purposes of supply directly to particular premises;
<b>Supply Meter Point Premises:</b>	the premises to which gas off taken from the <b>Network</b> at the <b>Supply Meter Point</b> is or is to be supplied; and
<b>Working Day:</b>	means any day other than a Saturday and Sunday and any other non-working day of the gas conveyor, i.e. recognised public holidays.

## 1 Introduction

Under Condition 2.3 of its Conveyance Licence, SGN Natural Gas is required to set out a Connection Policy which will deal with connecting, altering, maintaining, repairing, renewing, disconnecting pipes and removing gas fittings. The policy will also address the connection and disconnection of non standard gas meters and the connection of pipeline systems to our Network and connecting any pipeline system to or from which gas will be conveyed to or from the network.

SGN Natural Gas has developed this Connection Policy in accordance with our approved **Network Code** which covers all arrangements for transporting gas through our Network. Technical requirements will be in accordance with current industry legislation and guidance documents. Copies of our Network Code and other approved documents, such as this Connection Policy, Accuracy Scheme, Notice of Rights, etc., can be obtained from our website ([www.sgnnaturalgas.co.uk](http://www.sgnnaturalgas.co.uk)), or applied for by post at our contact address.

Copies of the SGN Natural Gas Licence and the GD17 Final Determination can be downloaded from the Authority’s website, ([www.uregni.gov.uk](http://www.uregni.gov.uk)).

All indicative costs quoted exclude VAT. Where applicable, VAT will be added at the prevailing rate to any quote for work to be carried out under this Connection Policy. Revisions to this statement by SGN Natural Gas, other than adjustments linked to the Retail Prices Index (“RPI”), will be referred to the Northern Ireland Authority for Utility Regulation (**NIAUR** or “**The Authority**”) for approval.

## 2 Connection Requests

### 2.1 Who can request a quotation?

Quotation requests can be received from **Licensed Gas Suppliers, Licensed Gas Conveyors** or any **Relevant Person**.

A ‘**Relevant Person**’ is a person who is the owner of the premises; or the occupier of the premises in respect of which the request is made.

## 2.2 Who can request a connection?

Connection requests can be received from **Licensed Gas Suppliers**, **Licensed Gas Conveyors** or any ‘Relevant Person’.

If the occupier of a property wishes to proceed with a request for connection based on the quotation provided by SGN Natural Gas they must obtain written permission from the property owner. Property owners include:

- Any owner of Domestic or Non-Domestic Premises, or their legal representative with written authority to act on their behalf;
- Any private landlord, Housing Association or Northern Ireland Housing Executive;
- A developer who constructs Domestic or Non-Domestic Premises.

However, a connection will only be provided by SGN Natural Gas where the customer is:

- in agreement with SGN Natural Gas standard terms and conditions for a new connection;
- willing to pay any associated connection charges;
- able to confirm a **Licensed Gas Supplier** is in place (unless there is a **Commissioning or Default Supplier**) to provide gas;
- able to complete the Required Minimum Information (refer to [Appendix B](#));
- requesting a connection to a property to which gas is either available or is scheduled to become available within 28 days.

Quotations provided, following receipt of a valid connection request, will include a specific statement of the applicable connection charges and any other terms of connection.

## 2.3 Licensed Gas Conveyors

Where a request from a Licensed Gas Conveyor for a connection to convey gas to or from the network is received, the connection will be facilitated under the terms of an appropriate connected systems agreement. The timescales for providing a quotation for this type of connection request will be on a reasonable endeavours basis.

The agreement will be specific to the type of connection requested and will set out connection charges based on the cost of connection. This may include the costs associated with the construction of additional pipeline, any reinforcement or any increase in the designed capacity of the network or any other costs deemed appropriated for the specific type of connection requested.

**The remainder of this statement of policy is not applicable to Licensed Gas Conveyors. Any request for a connection by a Licensed Gas Conveyor should be made directly to SGN Natural Gas as the information required will be specific to the type of connection requested.**

## 2.4 How to request a connection

Connection Enquiry Forms and the Required Minimum Information (refer to [Appendix B](#)) may be completed online, downloaded from our website, or applied for by post at our contact address. SGN Natural Gas shall within 28 days of receiving a request for the quotation of connection charges covered by this Connection Policy, provide the person requesting the quotation with a specific statement of the connection charges and other terms of connection applicable to the request for a quotation, if the request is in such form as SGN Natural Gas can reasonably be expected to provide a specific statement of connection charges in return.

SGN Natural Gas will aim to provide a **Standard Quotation** within 10 **Working Days**. A **Standard Quotation** (excluding a **Self-Quote**) is a quotation that can be provided without the need for a site visit.

SGN Natural Gas will aim to provide a **Non Standard Quotation** within 28 Days. A **Non Standard Quotation** is a quotation that requires SGN Natural Gas to visit the site prior to provision of a quotation, but excluding a **Self-Quote**.

Where the connection request includes the following circumstances:

- domestic and non-domestic developments;
- connections classed as excluded connections (see section 2.2.3 below);
- SGN Natural Gas, having taken all reasonable steps, is unable to provide an accurate quotation within the relevant timescales, as the quote requires permission or costs that can only be negotiated with and paid to a third party;
- the customer has failed to provide adequate information required to produce the quote;
- the customer has failed to provide the required access to prepare the quotation;
- information is required from third parties e.g. Public Realm;

then SGN Natural Gas may provide a bespoke quotation as soon as is reasonably practical.

In some circumstances SGN Natural Gas may not be able to provide a connection to the Network. These circumstances include:

- where making or maintaining a connection involves a danger to the public and/or a risk to the safety of the Network;
- where there is insufficient capacity in the Network; or
- where SGN Natural Gas believe making the connection would conflict with:
  - the relevant objective set out in condition 2.4.1 of the Licence; or
  - Any public service obligation

If this is the case SGN Natural Gas will inform the Relevant Person of the circumstances which mean that a connection to the Network cannot be fulfilled.

### 2.2.1 Readily Connectable Properties

As defined in our Licence (Condition 3.1<sup>1</sup>) and in the interest of maintaining the integrity of the distribution network, we have further defined readily connectable properties in this policy document as properties whose front curtilage is situated within 50m of a suitable **Distribution Pipeline**, where that pipeline is located in the same postal address and is either operational or capable of being brought into operation. Please see [Appendix D](#) of this Connection Policy for a worked example.

In this instance, the 'Relevant Person' or **Licensed Gas Supplier** may request a quotation for the cost of the connection in line with Section 3.1 of this Connection Policy.

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<sup>1</sup> in relation to a premises, means that the curtilage of that premises is within 50 metres of a low pressure pipe-line forming part of the Network, which pipe-line is either in operation or readily capable of being brought into operation



### 2.2.2 Not Readily Connectable Properties

**Not Readily Connectable** properties are defined as the following:

- a property that does not meet the criteria to be **Readily Connectable**,
- where the connection request is for an **Excluded Connection**, (see definition below)
- where the connection is part of a new **Domestic** or **Non-Domestic Development**.

In this instance the Relevant Person or **Licensed Gas Supplier** may request a bespoke quotation for the cost of the connection in line with Section 3.1. Where required this quotation will include:

- the cost of providing a suitable **Distribution Pipeline** at the premises, and
- the cost of providing the complete service connection and meter installation.

Where the connection request is for a property that is **Not Readily Connectable** and that will not be **Readily Connectable** in 28 days, the customer will need to agree to any associated charges (see Section 3 – Connection Charges) or wait for gas to become available in line with our Network Development Plan (as published on our website from time to time) before SGN Natural Gas will be able to progress the quotation acceptance.

### 2.2.3 Statement of Excluded Connections

The following are designated as an **Excluded Connection**:

- Complex Connections (See [Appendix C, Statement of Complex Connections](#));
- Infill Schemes (See paragraph 3.3 below);
- Sites of Special Scientific Interest;
- Requests deferred by the customer.

## 2.5 Supporting Requirements

Potential customers should be aware that in order to comply with **Health and Safety Best Practice**, IGEM/GIS standards and other applicable legal requirements, they are required to provide a suitable, easily accessible position for the gas meter and associated equipment, which must be approved by SGN Natural Gas. Please see “Meter Position” example in [Appendix D](#) of this Connection Policy.

Unless otherwise agreed with SGN Natural Gas, customers must confirm they have a **Licensed Gas Supplier** in place who is contractually bound to our **Network Code** (A list of current **Licensed Gas Suppliers** working in our **Licensed Area** is available from our website at [www.sgnnaturalgas.co.uk](http://www.sgnnaturalgas.co.uk)).

The **Licensed Gas Supplier** must ensure that suitable support, protection and security is provided for the **Supply Meter Installation**. Customers should also note that maintenance of the meter housing is their ongoing responsibility.

On acceptance of their quotation and unless other arrangements are in place, customers will be expected to pay any associated connection charges that arise from the application of the policies described in this document.

Where the connection will cross third party land it will be the customer’s responsibility to provide a completed wayleave approval.



### 3 Connection Charges

SGN Natural Gas connection charges are based on providing an economical connection to the **Network**. They are designed to enable us to deliver our licence commitments and contribute to the long term development of the natural gas industry in Northern Ireland.

Charges will generally be calculated by measuring from the point of connection with our pipeline to the meter installation and are based on the actual costs of carrying out the work as agreed in our schedule of rates for construction.

SGN Natural Gas expects the majority of individual connections to **Domestic Premises** in residential areas to be at no charge. However, a longer connection and those connecting to **Intermediate Pressure** mains or to **Industrial and Commercial premises** may require an economic appraisal that could result in the customer being asked to contribute to the connection cost. Application of the economic appraisal will ensure that we maintain the balance between encouraging customers to connect to our **Network**, while meeting our licence obligations and avoiding the construction of uneconomical connections.

Indicative charges for services and meters are shown in **Schedule 1** and **Schedule 2** respectively. The charges exclude VAT and have been rounded to the nearest £ sterling.

#### 3.1 The Cost of Connection

SGN Natural Gas cost of connection will include:

- the mains connection, service pipe, pressure regulator (where required), the meter and its installation; together with
- the necessary excavation, reinstatement and statutory notification required to complete the connection; and
- where required, the cost of providing a suitable **Distribution Pipeline** at the property.

Connection costs are dependent upon the length of the service, the load requirements (**Peak Flow Rate**) whether the connection is to a **Low Pressure, Medium Pressure** or **Intermediate Pressure** pipeline and the road classification. In calculating the charge, the length of the service will be based on the distance from the nearest suitable **Distribution Pipeline** to the meter position. Please see [Appendix D](#) of this Connection Policy for a worked example.

Connection allowances made in accordance with the GD17 Final Determination are agreed with **NIAUR**. Details of these allowances are given in full in the GD17 Final Determination, although a summary is provided in Schedule 6 of this document. Where there are operational benefits or where development of the **Network** is accelerated as a result, SGN Natural Gas may from time to time provide additional allowances.

The property owner or **Licensed Gas Supplier** may be required to contribute the difference between the cost of connection and the value of the allowance. However, where the value of the allowance exceeds the cost of connection the charge will be zero.

#### 3.2 Additional Costs

Additional costs may be applied to the property owner or **Licensed Gas Supplier** where there is:

- (a) Exceptional length of service i.e. more than 30 metres from the nearest suitable **Distribution Pipeline** subject to the service termination being to the front of the property or not more than 2 metres along the gable wall of the property where the gas supply is being fitted;

- (b) A request to lay more than 2 metres along the gable wall of the property where the gas supply is being fitted. The requested meter location is subject to **Health and Safety Best Practice** and at the sole discretion of SGN Natural Gas;
- (c) A request for expensive 'like for like' surface reinstatement materials that are not provided as part of our normal charges e.g. decorative quarry stone, or coloured tarmacs, patterned concretes. Standard reinstatement materials include concrete, bitumen and brick paving providing that the brick paviours are readily available from local suppliers;
- (d) Meter positions that are not easily accessible and where specialist equipment is required for installation. For example, a service termination above the ground floor or a domestic meter positioned on upper storey balconies;
- (e) A site survey identifying potential engineering difficulty on route to the meter position, caused for example by ground conditions or third party plant or equipment; and
- (f) A connection is required to a **Distribution Pipeline** operating at **Intermediate Pressure** (i.e. above 2 bar);
- (g) A request is made to install a second Supply Meter at a premises which SGN Natural Gas determines could be facilitated with a single Supply Meter Installation;
- (h) Specialist traffic management controls (i.e. specialist plans or bespoke construction works setup or traffic management advertising costs) are required to facilitate the connection.

Where the quotation request relates to a **Domestic Development** or **Non-Domestic Development** and the customer or their developer requires a subsequent redesign, they may be required to pay a non-refundable "**Quotation Determination Charge**". The new quotation will be provided within 28 days of receipt of the payment. The **Quotation Determination Charge** includes:

- the cost of producing the bespoke network design; and
- the production of the quotation.

The **Quotation Determination Charge** is set out in **Schedule 1** and each new quotation request may require payment of further **Quotation Determination Charges**. The quotation will be valid for a period of 28 days from the date of the quotation.

SGN Natural Gas may charge the **Licensed Gas Supplier** or property owner for any **Abortive Visits** undertaken by us for the purpose of connection as set out in **Schedule 1**.

If no gas is used at the property during the first 12 months after the property is connected, the property owner or **Licensed Gas Supplier** may be required to pay the full cost of connection, (including any allowance given) together with any disconnection costs as appropriate.

Additional costs<sup>2</sup> may be recovered if it is found that there is a difference between the actual load determined via the metered rate and the forecast load as supplied initially by the property owner or **Licensed Gas Supplier**.

### 3.3 Domestic Properties

#### 3.3.1 Individual connections to new or existing properties

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<sup>2</sup> <https://sgnnaturalgas.co.uk/index.php/documents/gas-suppliers-siteworks-request-procedures/>

Where a **Readily Connectable** domestic connection does not require additional costs as set out in Section 3.1, domestic properties within 30 metres of a suitable **Distribution Pipeline** will be offered a gas service and meter and there may be no charge. A **Readily Connectable** connection to properties greater than 30 metres from a suitable **Distribution Pipeline** will be subject to an **Economic Appraisal** (i.e. where the costs of the connection is compared to that of all applicable allowances). Charges will be as shown in **Schedule 1** and **Schedule 2** respectively. Where connecting these properties does not prove to be economical, SGN Natural Gas may request a contribution from the customer.

### 3.3.2 Domestic Developments

Connections to a **Domestic Development** will require a bespoke quotation and will be subject to an **Economic Appraisal**. Where connecting the development does not prove to be economical, a contribution may be required. The customer or their developer will be required to provide pre-excavated tracks to a depth and design as agreed with SGN Natural Gas.

### 3.3.3 Existing Housing Developments and Refurbishments

SGN Natural Gas will endeavour to construct the **Network**, giving consideration to the Northern Ireland Housing Executive, or relevant Housing Association heat replacement programmes. Where premises are **Not Readily Connectable** a bespoke quotation may be requested and will be subject to an **Economic Appraisal**. Where connecting these properties does not prove to be economical, SGN Natural Gas may request a contribution from the customer.

Where tenants require details about connecting to the **Network**, they should contact their landlord in the first instance.

### 3.3.4 Infill Schemes

These are extensions of a new **Distribution Pipeline** to an area which is not within the current SGN Natural Gas **Network** Development Plan and where there are a number of existing premises (and possibly new build properties under construction) where not all the owners or occupiers of these premises have expressed a desire to be connected to a gas supply at the time of the pipeline construction. Bespoke quotations may be provided and will be subject to an **Economic Appraisal**. Where connecting these premises does not prove to be economical, SGN Natural Gas may request a contribution from the customers.

## 3.4 Non-Domestic Properties

### 3.4.1 An Individual connection to Industrial and Commercial premises

Subject to the provision of adequate information and based on their usage and distance from a suitable **Distribution Pipeline**, SGN Natural Gas may provide customers with a quotation based on an **Economic Appraisal** (i.e. where the costs of the connection is compared to the all applicable allowances). Where a connection does not prove economical, SGN Natural Gas may request a contribution from the customer.

### 3.4.2 Non-Domestic Developments

A Connection to **Non-Domestic Developments** will require a bespoke quotation, the provision of the quotation will be at the discretion of SGN Natural Gas and be subject to an **Economic Appraisal**. Where it is deemed uneconomical to provide a gas connection, a contribution may be required from the customer. The customer or their developer will be required to excavate trenches to a depth and design agreed with SGN Natural Gas.

### 3.5 Maintenance

Planned maintenance of equipment at a Network Supply Meter Point will take place in **Normal Working Hours**. A customer requirement for planned maintenance services outside of **Normal Working Hours** will be subject to additional charges.

### 3.6 Review of Charges

This document and associated charges will be reviewed from time to time and details may be updated. In particular charges will be updated in line with price fluctuations and necessary revisions as well as adjustments made for Retail Prices Index (RPI). All indicative costs quoted exclude VAT. VAT where applicable will be added at the prevailing rate to any quote for work to be carried out under this Connection Policy. All changes will be made in consultation with “The Authority” (**NIAUR**).

A **Licensed Gas Supplier** or Relevant Person can request a review of a quotation by writing to:

**Head of Finance and Regulation,  
SGN Natural Gas,  
3rd Floor, 83-85 Great Victoria Street,  
Belfast,  
BT2 7AF**

Telephone enquiries can be made to our **Customer Service Centre** on **0800 975 7774**.

If after contacting SGN Natural Gas the matter is still not resolved, either party has the right to refer the matter to the Consumer Council for Northern Ireland for independent investigation.

**The Consumer Council  
Floor 3, Seatem House  
28-32 Alfred Street  
Belfast  
BT2 8EN**

**Tel: 0800 121 6022  
Email: [contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk)**

## 4 Facilities provided for a connection

A connection is the construction of a service pipeline and facilities to interface with the SGN Natural Gas **Distribution Pipeline** network. Typically, a connection will include valves, pipe, pressure reduction equipment and a metering installation (**Supply Meter Installation**).

The **Supply Meter Installation** is the metered point of connection between our Network and the supply to a property. It can vary in complexity depending upon the annual load and upstream pressure in the **Distribution Pipeline**. Typically, it will consist of a meter, valve(s), meter regulator and filtration, where required.

### 4.1 The Connecting Pipeline and Facilities

To ensure the safety of operations and to meet the various statutory and commercial needs, certain facilities are required at a connection:

<b>Connecting Pipe:</b>	Distribution and service pipelines will be constructed in either polyethylene or steel depending upon the operating pressure requirement.
<b>Isolation Valve:</b>	A connection to a <b>Domestic Premises</b> with a service pipeline, having a diameter greater than 32mm, should require the installation of a service isolation valve in addition to the customer control valve. In addition, a connection to a building containing several separately metered <b>Domestic Premises</b> , special risk premises and all <b>Industrial and Commercial premises</b> will require a service isolation valve. A <b>Medium Pressure</b> domestic connection (6 scmh meters only) having a diameter less than or equal to 32mm have a flow limiting device and therefore do not require an isolation valve. Additional isolation valves may be required depending on the service route and design;
<b>Pressure Reduction Equipment:</b>	For very large installations an area of land together with planning permission may be required for Pressure Reduction Equipment; and
<b>Optional additional facilities for a Connection can be supplied at extra cost:</b>	<ul style="list-style-type: none"> <li>• Pressure regulation;</li> <li>• Twin streams (for additional supply security or ease of maintenance);</li> <li>• Additional Valves;</li> <li>• Housing for Pressure Reduction Equipment; and</li> <li>• Service Riser Covers (including those for House Entry Tees).</li> </ul>

#### 4.2 Supply Meter Installations

<b>Filtration Equipment:</b>	On large <b>Supply Meter Installations</b> (normally over 40 scmh) separate additional filtration is normally required to protect the metering equipment and any Pressure Reduction Equipment;
<b>Meter Outlet Valve:</b>	Meters with a capacity of more than 40 scmh will be fitted with an outlet valve;
<b>Data Loggers:</b>	These must be fitted to all Supply Meter Points with an Annual consumption greater than 2,196,000 kWh per annum or where deemed as an engineering requirement;
<b>Volume Correction Equipment</b>	Required to convert to the measured volumetric consumption to a volume corrected for temperature and pressure at Supply Meter Points using more than 2,196,000 kWh; and
<b>Optional Extras provided at extra cost:</b>	<ul style="list-style-type: none"> <li>• Custom Meter Housing;</li> <li>• Meter by-pass (installed as per <b>Network Code</b>);</li> <li>• Data loggers for customers use;</li> <li>• Additional over / under pressure protection devices;</li> <li>• Non return valves;</li> <li>• Interface for Energy Management Equipment (Chatter-box); and</li> <li>• Meter clamps, collars, seals.</li> </ul>

## 5 Service installation process and reinstatement

In order to bring gas to a customer's premises, an underground gas service pipe has to be laid from the gas main to the gas meter. Where possible, this gas service pipe will be installed using a trenchless technique called "moling". This technique limits the amount of excavation (i.e. holes) that needs to be excavated on a customer premises. As a minimum there will be of one excavation at the customer's boundary and one excavation at the gas meter location. The number of excavations necessary will be dependent on a number of conditions found on site, for example the ground conditions, the presence of existing underground apparatus or engineering difficulties.

The assessment of whether the trenchless technique can be used for part or all of the gas service will only take place on the date of the installation once the work has started and the ground has been excavated. SGN Natural Gas will endeavour to notify the customer once a decision has been made.

Depending on site conditions there may be a requirement to excavate a trench, the whole way, from the customer's boundary to the gas meter location to install the gas service pipe. At all times we will endeavour to ensure the construction technique used minimises the disruption to a customer's premises.

SGN Natural Gas will endeavour to reinstate the customer's property within 5 **Working Days** of the completion of the service installation using standard materials to match the existing surface where possible.

Standard materials include:

- bitumen;
- concrete; and
- block pavements (where readily available).

Where the excavation takes place on grass or unmade ground (stone), the excavated material will be used to reinstate the excavation.

An additional cost will be charged for any non standard reinstatement materials such as decorative surface or materials no longer readily available or materials that are considered over and above the standard materials listed above.

There is no guarantee that an exact match of the existing reinstatement can be accomplished as these surfaces may have weathered or the material previous used may no longer be readily available. Please be aware that it is probable that the excavated area will remain visible and will not be returned to its original state.

SGN Natural Gas shall, when completing such works as are required to connect the relevant property to the network, adhere to the provisions of all applicable Northern Ireland Road Authority and Utilities Committee codes of practice.

All works carried out shall also be in line with the **Standards of Service Regulations** (Gas Distribution).

## 6 Maintaining, Altering, Repairing, and Renewing a Connection

SGN Natural Gas will carry out any maintenance, alterations, repairs, or replacement that arises from normal operation of our **Network** and the associated costs will be recovered through published conveyance charges. Where such costs are not recovered through published conveyance charges, SGN Natural Gas will charge the **Licensed Gas Supplier** or property owner as necessary under the terms of this Connection Policy.

The cost of repositioning or altering a connection solely at the property owner's or **Licensed Gas Supplier's** request will be charged to the property owner or **Licensed Gas Supplier** as detailed in **Schedule 1, Schedule**

**2 and Schedule 3.** If alterations are required to meet the needs of customers who are of pensionable age, disabled or chronically sick, please contact your Licensed Gas Supplier.

Where there is an alteration to a domestic or a non-domestic connection and a site visit is required a **Non Standard Quotation** will be provided. Due to the customised nature of the work, and this quotation will be provided within 28 days of request. If a site visit is not required a quotation will be provided within 10 days of the request. Should the requested alteration make the connection an **Excluded Connection** then a bespoke quotation may be provided as soon as reasonably practicable. Payment will be required in full prior to commencement of the works and any quotation provided by SGN Natural Gas will be valid for a period of 3 months.

Where the size of a connection is to be increased due to an increase in the gas load then the costs may be chargeable to the property owner or **Licensed Gas Supplier**.

SGN Natural Gas reserves the right to charge the property owner or **Licensed Gas Supplier** for any request received or any requirement to downsize any existing **Supply Meter Installation**.

Removal of a connection may be necessary for a variety of safety and operational reasons e.g. where the **Licensed Gas Supplier** requests an isolation or where premises are unoccupied or the site is being redeveloped. SGN Natural Gas will seek to recover the cost of carrying out this work and the associated equipment owned by it, as described in Section 4 above, from the **Licensed Gas Supplier** or property owner. In the instance where the removal of a connection is undertaken on the grounds of Network safety a charge may be made, or where a request for isolation of a connection has been made by the **Licensed Gas Supplier**, the costs will be charged to the **Licensed Gas Supplier** or property owner as detailed in **Schedule 1 and Schedule 3**.

SGN Natural Gas reserves the right to charge the individual **Licensed Gas Supplier** for replacing damaged meters where it is proven that the meter replacement is as a direct result of the property owner or the **Licensed Gas Supplier** actions or negligence.

The cost of replacing a stolen meter at a domestic property will be charged to **Licensed Gas Supplier** or property owner as detailed in **Schedule 3**.

The cost of replacing a stolen meter at **Industrial or Commercial premises** will be charged on an individual basis to the **Licensed Gas Supplier** or property owner.

As per section 5 of our Revenue Protection Procedures, when it has been established following investigation that theft of gas, criminal damage to assets, meter and / or supply tampering, or recovery of stolen assets has occurred the cost will be charged to the **Licensed Gas Supplier** or in the absence of a **Licensed Gas Supplier** will be charged to the property owner (as detailed in **Schedule 3 and schedule 4**). Where it has been determined that more than one such incident has occurred, the property will be disconnected, the meter removed and service capped and sealed at the mains connection. The costs incurred will be chargeable to the **Licensed Gas Supplier** or in the absence of a **Licensed Gas Supplier** will be charged to the property owner (as detailed in **Schedule 3 and Schedule 4**).

SGN Natural Gas or the **Licensed Gas Supplier** may obtain an entry warrant under the relevant legislation. All warrants obtained will be executed by SGN Natural Gas. The associated costs with the execution of any entry warrant will be calculated based on actual costs and will be recovered from the **Licensed Gas Supplier** or property owner.



Where a Relevant Person<sup>3</sup> or **Licensed Gas Supplier** requests work to be undertaken to their connection, the costs detailed in **Schedules 1 – 4** will apply. Any work not detailed in the schedules will be charged on a time and materials basis and prevailing uplifts will be applied.

Where there is a requirement for non standard operating pressure (elevated pressure), the property owner or **Licensed Gas Supplier** may be liable for all associated costs for components and the time associated with the fitting of these parts (the indicative costs for non- standard operating pressure are detailed in **Schedule 4**).

Non standard operating pressures are not available when the connection is supplied from a **Low Pressure** distribution system. Non standard operating pressures for properties connected to the **Distribution Pipeline** operating at >2 bar may be declined based on network operating conditions. A property owner or **Licensed Gas Supplier** who requests non standard pressures must confirm in writing that the system to which the meter is connected can safely operate at the requested pressure under fault conditions.

SGN Natural Gas reserves the right to charge the **Licensed Gas Supplier** or property owner for any **Abortive Visits** undertaken by them for the purpose of post connection activities as set out in “Abortive visit costs” in **Schedule 1**.

SGN Natural Gas reserves the right to charge the **Licensed Gas Supplier** or property owner for all **Planned Site Visits** which result in a second visit to carry out **Purge and Relight** as set out in **Schedule 3** and **Schedule 4**.

SGN Natural Gas reserves the right to charge the **Licensed Gas Supplier** for any site visit where we determine that the issue could have been resolved by the **Licensed Gas Supplier**, the cost for an SGN Natural Gas site visit is set out in **Schedule 3** and **Schedule 4**.

A forced meter exchange is carried out by removing a credit meter from a property and replacing it with a prepay meter. A forced meter exchange will be carried out at the request of a **Licensed Gas Supplier**. A forced meter exchange is generally required when the **Licensed Gas Supplier** is unable to contact the occupant to a property regarding meter reads, bills and unpaid charges. SGN Natural Gas will place a disc in the outlet of the gas meter following the forced meter exchange. SGN Natural Gas will not be required to complete a 2nd visit to the premises to reinstate the gas supply as all liability falls within the remit of the Relevant Person. Any reinstatement must be carried out by a GasSafe Registered engineer.

## 7 Non Standard Meters

Where a **Licensed Gas Supplier** wishes to have a non standard gas credit or pre-payment meter installed, or wishes to have their own meter installed, Licence Conditions 2.12.3 and 2.12.4 respectively will be applied. However, as per our **Network Code** any installation undertaken by a **Licensed Gas Supplier** must be of a type and standard of design and accuracy complying with the IGEM (Institution of Gas Engineers and Managers) Meter Recommendations and any other applicable legal requirements which are in force at the time of the installation. Responsibility for the maintenance of such a meter will be that of the **Licensed Gas Supplier**.

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<sup>3</sup> With the permission of the property owner

## Schedule 1 – Service Costs

Table 1.1 Indicative Costs for a connection to a Low Pressure and Medium Pressure mains

Peak Flow (scmh) Less than	Cost per Length (metres) (excl. VAT)	Cost per Length (metres) (excl. VAT)	Additional Length
	0 – 15	15-30	£/m
6	£966	£1,412	£58
16	£966	£1,412	£58
25	£1,858	£2,453	£86
40	£1,858	£2,453	£86

Table 1.2. Abortive visit costs

Option	Work Required	Cost
1	Meter Fitter	£45
2	Distribution Team	£115

### Quotation Determination Charge

The **Quotation Determination Charge** is £50 per property included within the **Domestic Development** or **Non-Domestic Development**, up to a maximum **Quotation Determination Charge** of £500.

### Notes:

- The connection charge includes all items listed under section 4.1.
- These scheduled costs are calculated from the connection point to the service termination.
- These scheduled costs generally apply to a **LP** or **MP** connection to ground floor service terminations.
- Additional charges may apply for an **IP** connection or for those a connection that requires the provision of specialist equipment i.e. scaffolding, cherry picker etc.
- All costs in Schedule 1 are exclusive of VAT.** If applicable VAT will be added at the prevailing rate. (VAT will not be charged for service costs for a new connection in any new build property, SGN Natural Gas may require additional information from the property owner to determine the appropriateness of any exemption from or reduction in VAT being applied for).
- All costs in **Schedule 1** are determined using category 4 road type as defined under the “Street Works (Northern Ireland) Order 1995” i.e. roads carrying up to 2,000 vehicles per day. Costs for other road categories may vary from those quoted.

## Schedule 2 – Meter Costs

**Table 2.1 For Low Pressure and Medium Pressure connections with peak flows up to 6 scmh**  
(Gas Meter & Installation)

Peak Flow (scmh) Less than	Credit Meter	Debt Recovery Meter	Prepayment Meter
6	£116	£231	£231

**Table 2.2 For Low Pressure and Medium Pressure connections with peak flows > 6scmh and ≤ 40 scmh**  
(Includes the meter, meter box, fittings, gas regulator & installation)

Peak Flow (scmh) Less than	Single Stream installations	
	Low Pressure (75 mbar)	Medium Pressure (2 bar)
16	£1,645	£1,766
25	£2,059	£2,110
40	£2,606	£3,110

### Notes:

1. These material costs are applicable to new and replacement installations.
2. All costs quoted in **Schedule 2** are exclusive of VAT. VAT will be added if applicable at the prevailing rate to each quote.
3. VAT may not be charged for meter costs for a new connection in any new build property. SGN Natural Gas may require additional information from the property owner to determine the appropriateness of any exemption from or reduction in VAT being applied for.
4. On completion of the installation the meter box and/or meter kiosk will be the property of the property owner. Any repairs or replacement will be a chargeable activity.

## Schedule 3 - Post Connection Activities (Domestic)

For Domestic installations up to 6 scmh only

**Table 3.1 Indicative costs for Service Alterations**  
(All costs below are based on all activities being completed during one site visit)

Option	Work Required	Cost
1	Alter service, disconnect meter, box and fittings and re-fix in location not exceeding 3 metre from original site ( <i>Excl. Downstream Pipework</i> )	£462
2	£ Per m > 3m	£72
3	Rate for reconnection of up to 2 metres of downstream pipework	£49
4	Rate for downstream pipework in excess of 2 metres	£48
5	Meter alteration where the service pipe does not require modification. This includes for 1 metre of outlet pipework and up to 2 metres of downstream pipework.	£121

### Notes:

1. Alteration charges quoted apply to **Low Pressure** and **Medium Pressure** service pipelines not exceeding 32mm in diameter. Alterations to an **Intermediate Pressure** services will require a technical survey and quotation.
2. Service alterations greater than 10m from the original point of installation require a technical survey and quotation.
3. Downstream pipework rates include for the installation of copper pipework up to 28mm in diameter and relight of low level appliances.
4. Rates do not apply to service entries more than 3m above ground level.
5. For polyethylene or steel outlets or installations that may require access equipment for relighting (e.g. suspended air heaters) the alteration costs shown are not applicable and would be subject to technical survey and quotation.
6. All costs in Schedule 3 include excavation costs and are based on category 4 road type as defined under "The Street Works (Northern Ireland) Order 1995" i.e. roads carrying up to 2,000 vehicles per day. Costs for other road categories may vary from those quoted.

**Table 3.2 Indicative costs for meter work (e.g. exchanges, disconnections and reconnections)**

Activity	Charges
Meter Disconnection	£65
Meter Reconnection	£83
Disconnect/Remove non standard meter	£117
Meter Exchange (see notes)	£179
Stolen Meter Charge	£179
Revenue Protection Charge	£325

Any domestic meter installations larger than 6 scmh will be charged at the prevailing Industrial & Commercial post connection activity rates.

**Notes:**

1. SGN Natural Gas will agree to carry out one free meter exchange per annum at a domestic property only where the exchange is from a credit to a prepayment meter.

However any:

- meter exchange from a prepayment to a credit meter; or
- meter exchange from one prepayment meter to another or from one credit meter to another; or
- additional request by a property owner or **Licensed Gas Supplier** i.e. more than one meter exchange per annum; or
- meter exchange within 12 months of initial installation.

will be chargeable to the **Licensed Gas Supplier**. For clarification SGN Natural Gas will meet the cost of like for like meter exchanges of any type if the meter is determined as faulty.

2. A **Licensed Gas Supplier** may not be charged if at the point of disconnection of a domestic property if SGN Natural Gas determines that the meter has not registered any gas usage since installation.
3. A request from a **Licensed Gas Supplier** for disconnection or reconnection due to debt is chargeable.
4. The charge quoted for Disconnection and Reconnection is for meter removal only in the case of disconnection and refitting of meter only for reconnection. The charge does not include excavation costs which would be chargeable if required.
5. Domestic stolen meter charges assume a like for like replacement meter. Costs associated with Industrial & Commercial stolen meters will be determined on an individual basis.
6. Revenue protection charges include the costs of completing meter tests, inspecting, removing and the replacement of meters removed.

**Table 3.3 Service Disconnection and Reconnection Charges**

Activity	Charges	
	LP/MP	IP
Disconnect and remove meter installation, cap and seal service pipework at mains connection (includes excavation)	£565	Subject to technical survey
Reconnect domestic service and install new meter (includes excavation)	£486	Subject to technical survey

1. All costs in Schedule 3.3 include excavation costs and are based on category 4 road type as defined under the “Street Works (Northern Ireland) Order 1995” i.e. roads carrying up to 2,000 vehicles per day. Costs for other road categories may vary from those quoted.

**Table 3.4 Purge and Relight Costs**

Activity	Charges
Purge and relight costs	£56

**Table 3.5 SGN Natural Gas Site Visit costs**

Activity	Charges
SGN Natural Gas site visit	£53

## Schedule 4 - Post Connection Activities (I&C)

For Industrial and Commercial installations (> 6 scmh)

Table 4.1 Indicative costs for meter works (e.g. exchanges, reconnections and disconnections)

Activity	Charges
Meter Exchange (6 scmh)	Charge as per Tables in <b>Schedule 3</b>
Meter Exchange (> 6 scmh)	Subject to Technical Survey
Disconnect and remove (6 scmh) meter installation, cap and seal service pipework within the meter box	£66
Disconnect and remove (16 scmh) meter installation, cap and seal service pipework within the meter box	£116
Disconnect and remove (25 scmh) meter installation, cap and seal service pipework within the meter box	£117
Disconnect and remove (40 scmh) meter installation, cap and seal service pipework within the meter box	£117
Disconnection, cap and seal service pipeline below ground (6 scmh)	Charge as per Tables in <b>Schedule 3</b>
Disconnection, cap and seal service pipeline below ground (> 6 scmh)	Subject to Technical Survey
Any Reconnection	Subject to Technical Survey
Disconnect/Reconnect non standard meter	Subject to Technical Survey
Meter and Service Alteration ≤ 6 scmh	Charge as per Tables in <b>Schedule 3</b>
Meter and Service Alteration > 6 scmh	Subject to Technical Survey
Stolen Meter Charge	Subject to Technical Survey
Revenue Protection Charge	Subject to Technical Survey
Install Customer Energy Management System	Subject to Technical Survey

### Notes:

1. Alteration charges quoted apply to Low Pressure and Medium Pressure service pipelines. Alterations to an IP services will require a technical survey and quotation.



Table 4.2 Service Disconnection charges

Activity	Charges	
	LP/MP	IP
Disconnect ≤ 63mm, cap and seal service pipework at mains connection (includes excavation)	£565	Subject to technical survey
Disconnect ≥ 90mm, cap and seal service pipework at mains connection (includes excavation)	Subject to technical survey	Subject to technical survey

Notes:

1. All costs in Schedule 3.3 include excavation costs and are based on category 4 road type as defined under the “Street Works (Northern Ireland) Order 1995” i.e. roads carrying up to 2,000 vehicles per day. Costs for other road categories may vary from those quoted.

Table 4.3 Indicative costs for Non Standard Operating Pressure

Work Required	Cost
For a Connection with a capacity greater than 40 scmh	Subject to technical survey

Table 4.4 Purge and Relight Costs

Activity	Charges
Purge and relight costs (≤6 scmh)	£56
Purge and relight costs (>6 scmh)	Subject to technical survey

Table 4.5 SGN Natural Gas Site Visit costs

Activity	Charges
SGN Natural Gas site visit (≤ 40 scmh)	£53
SGN Natural Gas site visit (> 40 scmh)	Subject to technical survey

## Schedule 5 – Meter Tests

All meter tests will be carried out using the OFGEM Approved Registration Test. The installed meter type will determine the cost of the test.

Meter Type	OFGEM Approved Registration Test Fees
Diaphragm (6 scmh, 16 scmh, 25 scmh, 40 scmh)	£180
Electronic (E6, Libra, Quantum)	£180
RPD (<650 scmh)	£180
Turbine (≥ 650 scmh )	£180

Meter Operation Test (On-Site Test) Tenure	Meter Operation Test (On-Site Test) Fees (excl. VAT)
Domestic	£90
Commercial (≤40 scmh)	£90
Commercial (> 40 scmh)	Subject to technical survey

### Notes:

1. All meter tests must be paid for in advance. A full refund will be given if the meter is determined to be faulty.
2. Removal, refitting and replacement of the meter will be charged in addition to the OFGEM Approved Registration Test fee. The OFGEM Approved Registration Test fee excludes carriage, which will be applied depending on the size and weight of the meter to be tested.
3. Meter Operation Tests performed on commercial meters will only confirm meter index registration.

## Schedule 6 – Allowances

### Mains

Property Passed	Allowance per Property Passed
New Build Domestic housing	463
Existing housing - Domestic and I&C	772

### Connections - Domestic

Domestic Housing	Service and Meter Allowance
New Build housing	524
Existing housing	1,072

### Connections - I&C

I&C Meter Size	Service and Meter Allowance
U6	1,338
U16	3,067
U25	3,366
U40	3,595

## Appendix A - Gas Quality Specifications

The **Gas Safety (Management) Regulations (Northern Ireland) 1997** state that gas can only be conveyed if it complies with the requirements of part I of the following schedule (Regulation 8). In circumstances where it is necessary to prevent a supply emergency arising from a loss of pressure in a **Network** or any part thereof, the Northern Ireland Network Emergency Co-ordinator may authorise the conveyance of gas which complies with part II of the schedule.

### PART I - REQUIREMENTS UNDER NORMAL CONDITIONS

1. The content and characteristics of the gas shall be in accordance with the values specified in the following table.	
Content or characteristic	Value
Hydrogen sulphide content	$\leq 5\text{mg/m}^3$
Total sulphur content (including H <sub>2</sub> S)	$\leq 50\text{mg/m}^3$
Hydrogen content	$\leq 0.1\%$ (molar)
Oxygen content	$\leq 0.2\%$ (molar)
Impurities	Shall not contain solid or liquid material which may interfere with the integrity or operation of pipes or any gas appliance (within the meaning of regulation 2 (1) of the 1997 Regulations) which a consumer could reasonably be expected to operate;
Hydrocarbon Dewpoint and Water Dewpoint	Shall be at such levels that they do not interfere with the integrity or operation of pipes or any gas appliance (within the meaning of regulation 2(1) of the 1997 Regulations) which a consumer could reasonably be expected to operate;
Wobbe Number (WN)	(i) $\leq 51.41 \text{ MJ/m}^3$ , and (ii) $\geq 47.20 \text{ MJ/m}^3$
Incomplete Combustion Factor (ICF)	$\leq 0.48$
Soot Index (SI)	$\leq 0.60$

**PART II - REQUIREMENTS FOR GAS CONVEYED TO PREVENT A SUPPLY EMERGENCY**

1) The requirements of the gas referred to in regulation 8(2) and (4) are:

- a) WN
  - i)  $\leq 52.85$  MJ/m<sup>3</sup>, and
  - ii)  $\geq 46.50$  MJ/m<sup>3</sup>: and
- b) ICF:  $\leq 1.49$

and in all other respects the gas shall conform to the requirements specified in Part I of this Schedule, as if those requirements were repeated herein.

Notes:

<b>WN</b>	Wobbe Number
<b>ICF</b>	Incomplete Combustion Factor
<b>SI</b>	Soot Index

## Appendix B - Required Minimum Information

### Information required by SGN Natural Gas when a Domestic Connection is requested

Our initial assessment of the costs of connection and any reinforcement will be more accurate if full information is provided when a request is made. The information required by us to undertake a full evaluation of the new connection required is detailed below.

Site Details Information
Site Address - including Meter Post Code (see Notes 1 below)
Property owner name and address
Load details if $\geq 6$ scmh
Preferred Gas Supplier details
Preferred Supply Meter Point Registration Date (see Notes 2 below)
Date of Submission

In the absence of all the required information, SGN Natural Gas will indicate in their response any assumptions that have been made, where it is relevant and appropriate.

#### Notes:

1. **Meter Post Code:** This is the recognised postcode for the address of the property to be connected to the Gas Network.
2. **Supply Meter Point Registration Date** for a new connection is the date the meter is installed and is the date on which a Gas Supplier has agreed with SGN Natural Gas to take responsibility for all transportation costs associated with this Supply Meter Point.

### Information required by SGN Natural Gas when an Industrial or Commercial Connection is requested

The SGN Natural Gas initial assessment of the costs of connection and any reinforcement will be more accurate if full information is provided when a request is made. The information required to undertake a full evaluation of the new connection is detailed below.

In the absence of all the required information, SGN Natural Gas will indicate in their response any assumptions that have been made, where it is relevant and appropriate.

Site Information
Site Name
Site Address - including Post Code
Company name(s) and address(es)
Gas Supplier

Supply Meter Installation Information
Load Type - Heating or process
Likely supply type
If the customer has dual fuel capabilities, details of the alternative fuel source
First date that gas is required including commissioning
SMP Capacity (Peak day flow) - kWh/day
Peak hourly flow – kWh
Annual Quantity – kWh per annum
Supply Pressure – bar
Required Operating Pressure – mbar
Max Operating Pressure – mbar
Lowest Operating Pressure - mbar
Design Minimum Pressure - mbar
Max Incidental Pressure – mbar
Strength Test Pressure – mbar
Max Flow Rate – scmh
Min Flow Rate - scmh
Any special equipment requirements at the connection (e.g. elevated pressure requirements) (see Notes 1 below)
Priority Customer (Yes/No) (see Notes 2 below)

### Notes

1. If information on special equipment is not provided, SGN Natural Gas will assume none is required. It should be noted however, that special equipment such as a requirement for a working pressure greater than 21mbar may have a significant impact on connection and reinforcement costs.
2. Condition 2.8.7 of the SGN Natural Gas Conveyance Licence requires us to establish a list of non-domestic consumers who should be given priority with respect to the maintenance of a supply of gas to their property in the event of a gas emergency.



## Appendix C - Statement of Complex Connections

The list below details those obstacles, which have the potential to cause a project to be determined to be complex. Complex connections occur when:

- a. there are known obstacles on the proposed route of the new apparatus or at the property owner's premises and the anticipated total cost of the construction works including applicable overheads is expected to exceed £10,000; or
- b. where the total construction costs including applicable overheads, based on past experience of projects of a similar nature, is expected to exceed £100,000.

List of obstacles:

- Works which involve the crossing of, or which are affected by, the presence of motorways, dual carriageways or highways which have been designated by the Highway Authority to have Special Engineering Difficulties.
- Works which involve the crossing of, or which are affected by, the presence of a railway line or tramway.
- Works which involve the crossing of, or which are affected by, the presence of a river, stream, estuary or canal (navigable or otherwise), body of water, aqueduct or a drainage channel.
- Where works are in, or likely to affect, a Site of Special Scientific Interest, nature reserve, scheduled monument or archaeological site.
- Where works are situated within, or likely to affect, a woodland, marsh, peat bog or coastal wetland.
- A connection to a listed building.
- A connection to an existing blocks of flats where any service pipe will terminate more than two stories above the adjacent ground level or where internal risers are requested.
- A connection to a new blocks of flats where any service pipe will terminate more than five stories above the adjacent ground level.
- A connection to a building that has a basement or cellar in the locality of the service route and/or meter position.
- A connection where access for the installation of apparatus is restricted requiring specialist access platforms.
- A connection to a building that requires significant excavation and reinstatement of public realm paving.
- Works which involve any requirement for a public enquiry or planning permission, including planning permission associated with any buildings including meter houses.
- Where the route of any apparatus involves a significant (greater than 2 metres) change in elevation within a short horizontal distance e.g. a cliff or retaining wall.
- Where any apparatus will be laid in contaminated ground, disused slag heaps or rubbish dumps.
- Where any apparatus will be laid in land likely to suffer from severe subsidence or other significant ground movement including the laying of apparatus near to disused mine shafts / workings.
- Where works are likely to be affected by special security provisions, e.g. military bases, prisons etc.
- Where works will take place within top tier COMAH sites i.e. sites subject to the Control of Major Accident Hazards Regulations (COMAH).
- Where an easement or other legal permit has to be obtained from any person other than the person requesting the works.
- Where ground conditions require significant trench support systems to be employed.

Please note this list is not exhaustive and any other works where special difficulties or unusually high costs might occur can also be deemed as a Complex Job.

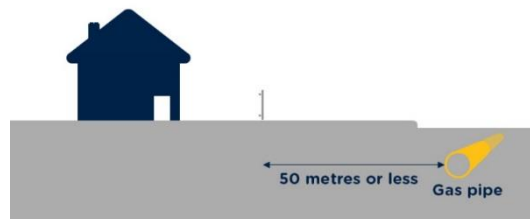
## Appendix D - Worked Examples

### Readily Connectable Properties

As provided for in chapter 2 of this policy, a property for which the following criteria apply is readily connectable:

- the front curtilage/boundary is within 50 metres of a suitable **Distribution Pipeline** located at the front of the property at the same postal address; and
- the gas service pipeline must be installed perpendicular to a suitable **Distribution Pipeline** located in the highway and the proposed service route does not encounter engineering difficulties such as waterways, culvert crossings, train lines, significant ground level changes etc. as per [Appendix C](#) of this document.
- the gas meter can be suitably positioned as per Health and Safety Regulations and with the approval of SGN Natural Gas.

This principle is illustrated below:

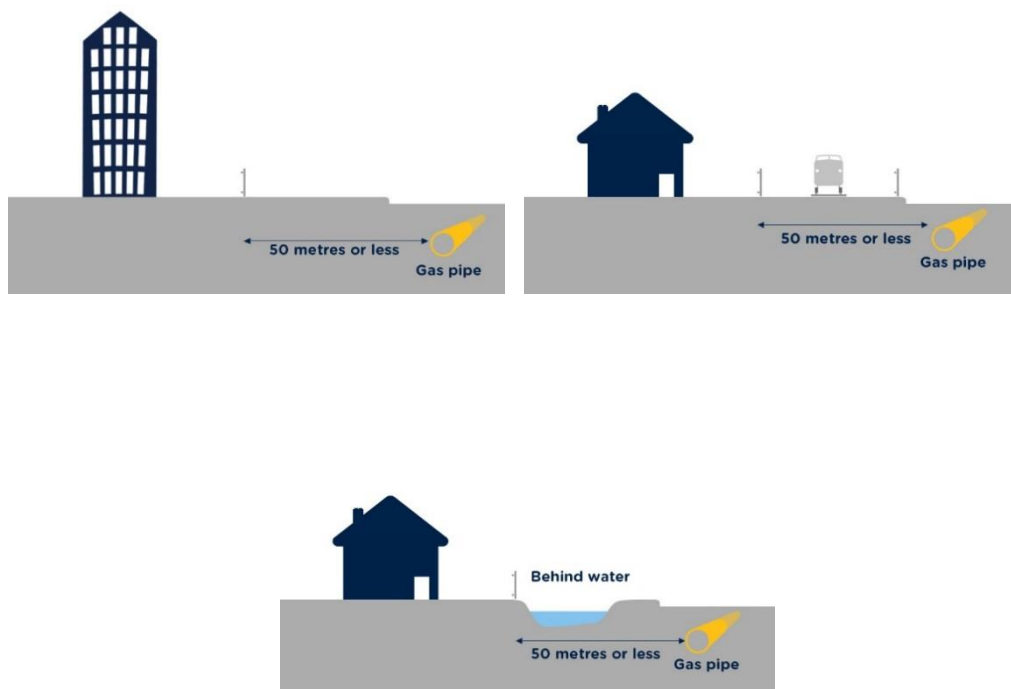


## Not Readily Connectable Properties

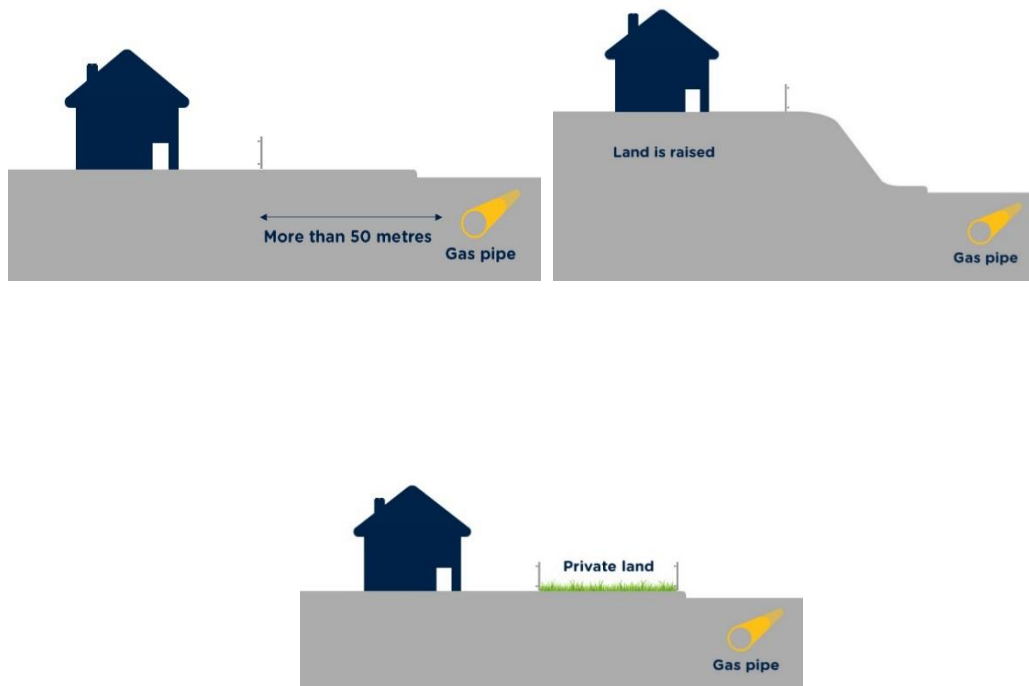
As provided in clause 2.2.2 of this Policy, a **Not Readily Connectable** property fulfils one or more of the following criteria:

- the front curtilage or boundary is not within 50 metres of a suitable **Distribution Pipeline** and located at the same postal address;
- the front curtilage or boundary is within 50 metres but the suitable **Distribution Pipeline** is located at the rear of the property, a connection is at the sole discretion of SGN Natural Gas;
- it is a complex connection (i.e. engineering difficulties are present between the location of the suitable **Distribution Pipeline** and the property such as waterways, train lines, culverts, significant ground level differences, sites of special scientific interest etc. which must be taken into account. A further list of such engineering difficulties is provided in [Appendix C](#) of this Policy);
- It is part of a **Domestic Development** or **Non-Domestic Development**;
- It is part of a multi storey building or the gas meter is to be sited at high level (more than 3 metres above ground level); or
- An easement and/or a wayleave agreement is required to install gas apparatus to supply gas to the property. In such an instance, obtaining the necessary easement and/or wayleave agreement is the responsibility of the property owner requesting the connection and any associated costs will be borne by the property owner or **Licensed Gas Supplier**.

Please see below for some examples;



The three examples illustrated above require an engineering site visit to determine if the property is connectable and the costs associated with the service and meter installation.



The 3 examples above are **Not Readily Connectable**:

- The first illustration details a 56 metre service and the front curtilage or boundary is not within 50 metres of a suitable **Distribution Pipeline** located at the front of the property at the same postal address.
- The second illustration details raised land. This scenario requires an engineering site visit to determine whether the property is connectable. If connectable an individual engineering quotation for the costs to complete a service and fit the meter would be required.
- The third illustration details a third party land crossing. This scenario requires an easement and/or a wayleave agreement to install gas apparatus to supply gas to the property as well as an engineering site visit to confirm whether the property is connectable.

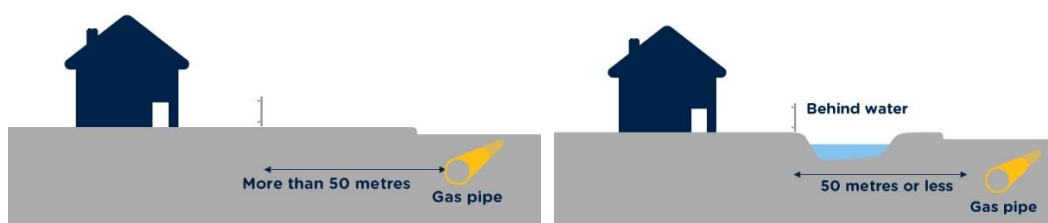
## Costs of Connection

As provided in chapter 3 of this Policy:

- Charges for connection are based on the actual costs of carrying out work based on SGN Natural Gas agreed schedule of rates for constructions works. These rates have been established to achieve best value for money through an OJEU tendering process; and
- These actual costs will be adjusted taking into account any regulatory allowance set in accordance with the price control process and the rates established by the Utility Regulator. From time to time SGN Natural Gas may provide additional allowances where there are operational benefits or where development of the **Network** is accelerated as a result.

The cost for a **Readily Connectable property** is explained below:

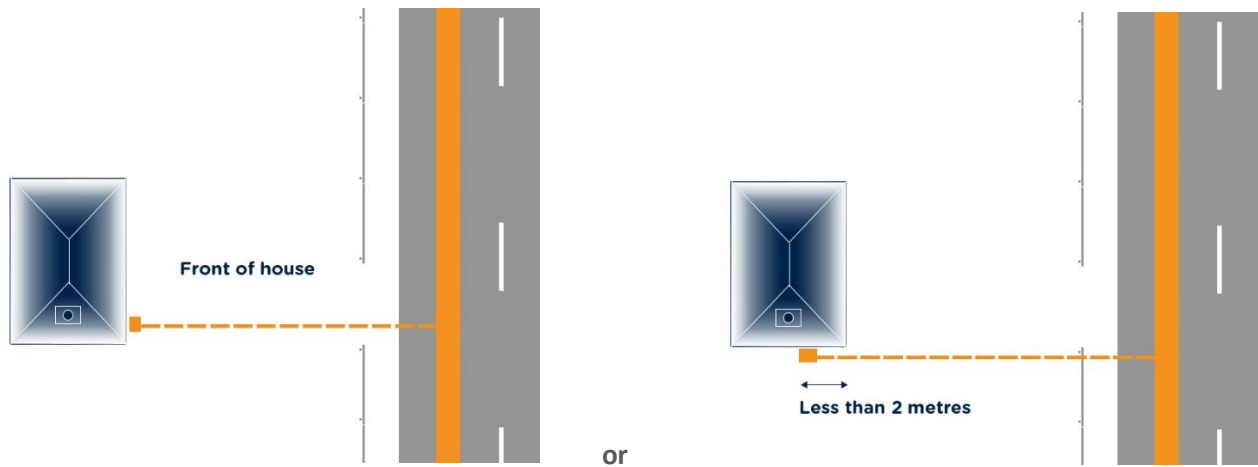
- **For a 50 metre service or less**, the front curtilage or boundary is within 50 metres of a suitable **Distribution Pipeline** located at the front of the property at the same postal address.
- The first 30 metres of a domestic service pipeline (peak flow less than 6 scmh) and the provision of a **Low Pressure** or **Medium Pressure** meter are free of charge.
- Where a domestic service connection is in excess of 30 metres in length, a rate per linear metre will be charged for each metre in excess of the first 30 metres;



The 2 examples shown above are **Not Readily Connectable**:

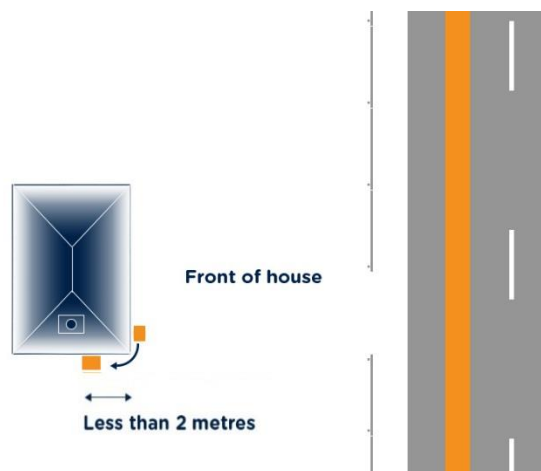
- The first illustration details a service pipeline which is more than 50 metres. The front curtilage or boundary is not within 50 metres of a suitable **Distribution Pipeline** located at the front of the property at the same postal address and requires a network extension. The customer may be quoted for the network extension and any additional meterage to complete a service.
- The second illustration details a river / water crossing. This scenario requires an engineering site visit to determine if constructible. If deemed connectable, this would then require an engineering quotation for the costs to complete the connection.

### Meter Positions



SGN Natural Gas permits a meter box to be installed a maximum of 2 metres down a gable wall, this is subject to **Health and Safety Best Practice** and at the sole discretion of SGN Natural Gas. If the meter position is not achievable, then an engineering site visit is required to establish a suitable alternative position.

### Alteration Requests



If SGN Natural Gas receives an alteration request to any service or meter, the costs for such an alteration will be charged to the customer, e.g. to relocate the existing meter as per the above example.