

Job Progress Glossary and My account information

This document will help you to identify and understand the current **status** of your request using the Glossary of terms below. It will also explain the relevance of the work **dates & job descriptions** and what they mean to you.

If you have any further questions in relation to this document please **click** to contact us

The screenshot shows the 'National Grid: Shopping Basket' page in Microsoft Internet Explorer. The page displays order details for Order / Quote Reference: 30100843, Sales District: West Midland Network. The status is 'Sales Order Pack Archived'. Key dates listed include Quotation Expiry Date (18/04/2009), Acceptance Expiry Date (02/07/2009), Sent for Survey Date (11/03/2009), Planned Commencement Date (11/03/2009), Planned Substantial Completion Date (11/03/2009), Planned Final Completion Date (21/03/2009), Actual Substantial Completion Date (11/03/2009), and Actual Final Completion Date (11/03/2009). The site address is 13 KINGTON HR5 3AA. Design Charge Status is DC Accepted, Easement Status is E Cost Requested, and Legal Easement Status is LE Received. A table at the bottom shows a Design Charge Band 2 with a price of 318.55 GBP. Callouts explain that work dates are listed and explained in Part 1, the current status is listed and explained in Part 2, and the job description is here and explained in Part 3.

Part 1: Work Dates

<u>Date Type</u>	<u>What this means to you</u>
Quotation Expiry Date	Quotations & Orders are valid for 45 calendar days. This means that you have up to the date shown to accept the Quotation / Order and make payment.
Acceptance Expiry Date	Once the work has been received by National Grid it must be planned before this date (120 calendar days from the date of the receipt).
Sent for Survey Date	The date the request was sent to our survey team (if applicable).
Planned Commencement Date	The date we have agreed to start work(s).
Planned Substantial completion Date	The date National Grid plan to install, alter or disconnect the service pipe according to the work type requested. Please communicate this date to your gas supplier and/or your Gas Safe Registered Engineer for any internal pipe or meter work as necessary.

Planned Final Completion Date	The date National Grid aim to fully complete the work(s) e.g. filling in trenches and resurfacing in line with the Terms and Conditions.
Actual Substantial Completion Date	The actual date National Grid installed, altered or disconnected the service pipe as per the requested work. Where work on site has been delayed the Actual Completion date will be different to the Planned Substantial Completion date originally agreed.
Actual Final Completion Date	The date National Grid fully completed the work/s (e.g. trenches filled and resurfaced in line with the Terms and Conditions)

Part 2: Status Glossary

<u>Status Name</u>	<u>What this means to you</u>
Request Received	We have received your application.
Quote Incomplete	National Grid will need to carry out additional checks relating to your request before a Firm Quotation can be offered. We may need to contact you should this status arise.
Quote sent to other NG Dept	Your request has been referred to another department within National Grid for further validation.
Quote recd from other NG Dept	Your request has been referred back from another department within National Grid, ready for progression.
Quote Deferral - NG	National Grid is unable to complete the quotation at this time. Your request has been deferred until we have obtained the necessary information.
Quote Deferral - Customer	National Grid has paused progression of the Quotation as per your request. Please note that you must contact us within 28 days of the deferral if you wish to continue with this application.
Quote Deferral - Minimum info	We have deferred the request whilst we await additional information from you. Please note that you must contact us within 28 days of the deferral if you wish to continue with this application.
Quote Cancelled	Your Quotation or order or request for a Quotation/order has been cancelled.
Quote Pack Archived	National Grid has archived your application.
Status Check 1	An internal status used to move your request through the process.
Quote Produced	National Grid has supplied a Firm Quotation.
On-Line Acceptance	The Quote has been accepted by you online. We are currently carrying out a few final checks and awaiting payment from you before changing the status to Quote Accepted.
Quote Accepted	The Quotation has been accepted and the payment received. We are currently carrying out a few final checks before a plan date can be agreed.
Order sent to other NG Dept	Your request has been referred to another department within National Grid for further validation.
Order recd from other NG Dept	Your request has been referred back from another department within National Grid, ready for progression.

HUP check requested	National Grid check all applications for the presence of Hazardous Underground Plant in case the footpath/road need to be excavated. You should not be concerned about this but be aware it may result in unavoidable delays to the work due to the consultation of Third Party HUP owners.
HUP Received -Direct Hit	This means that a Hazardous Underground Plant (HUP) has been identified in the immediate area of the property where work has been requested. National Grid will liaise with the third party responsible for the HUP in question in order to safely excavate the public highway. You should not be concerned about this but be aware it may result in unavoidable delays to the work.
HUP Received – Clear	National Grid has had confirmation from the relevant third parties that our work will not affect their apparatus and we can now continue with the planning process.
Awaiting plan date (HUP clear)	The work is waiting for a plan date to be allocated and no consultation with Third Party HUP owners is required.
Sales Order Deferral - NG	National Grid has put the work on hold. We will defer the work until we have obtained the necessary information to proceed. We will keep you informed of our progress.
Sales Order Deferral – Customer	We are currently not proceeding with the work as you have requested it to be put on hold. A firm plan date must be agreed with you before the acceptance expiry date (120 days from request received). We will continue to contact you to achieve a firm plan date.
Order Deferral – Minimum Info	We have put the work on hold whilst we await additional information.
Planned	A date when we plan to start the work has been agreed with you.
Re-Planned	The work has been rescheduled and a new date has been agreed.
Status Check 2	An internal status used to move your request through the process.
Operational Pack Received	The Site Clear certificate has been received from our operational teams which will be communicated back to you as deemed necessary.
Substantially complete	The Gas service pipe is now live or dead as the per work type requested.
Finally Complete	Any National Grid excavations have been reinstated and the work is complete.
Status Check 3	An internal status used to move your request through the process.
Sales Order Pack Archived	All of the application and work details are archived in accordance with our Privacy Policy.
Sales Order Cancelled	The Sales Order has been cancelled.
Design Charge Status	<ul style="list-style-type: none"> • DC Awaiting, National Grid has not received the Quotation Charge payment possibly because you have chosen “Quotation Only”. • DC Online. National Grid hasn’t received the Quotation Charge payment where you have indicated online that you will be sending payment by either, Cheque or BACS / CHAPS. • DC Accepted. National Grid has received your Quotation Charge Payment.
Easement Status	<ul style="list-style-type: none"> • E Cost Requested. National Grid Have identified an Indicative Easement cost is required and the process has been started to obtain this. • E Cost Received. National Grid has received the Indicative Easement cost and has added this to your quotation. • E Cost Not Required. National Grid have identified that an Easement is not required. • E Cost Refused. You have refused the indicative easement cost. Your quotation will not be continued as the payment of Easement costs is mandatory and part of the overall cost of your quotation.
Legal Easement	<ul style="list-style-type: none"> • LE Requirement. National Grid has commenced the process of obtaining the Legal Easement and obtaining the defined Legal Easement costs.

Status	<ul style="list-style-type: none"> • LE Received. National Grid has received the Legal Easement and the final costs have been amended on your order. We will contact you to obtain your agreement to any variation this has had to your quotation before we commence work. • LE Rejected. Either you have refused the payment of the Legal Easement costs or the owner of the land in question has refused the Legal Easement agreement. The payment of these costs is mandatory and part of your quotation. If a Legal Easement cannot be obtained your work will not be able to be continued. If a Legal Easement cannot be agreed with relevant land owners, your work cannot be continued. A refund, minus any costs that National Grid has incurred will be given to you and your work cancelled. You will already have been informed of these developments.
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Part 3: Job Description

<u>Job Description</u>	<u>What this means to you</u>
New Service To New Premises	The work is a single standard domestic connection to a newly built or created premise. You must supply National Grid a detailed site plan of the premises.
New Service To Existing Premises	The work is a single standard domestic connection to an existing premise.
Alter Service Only	The work is a single standard alteration to a domestic premises existing gas supply pipe only. In certain circumstances you will need to arrange the exchange & re-connection of the meter and the additional pipework back to your appliances, e.g. when changing from a wall mounted meter box into a semi-concealed one.
Alter Service & move Meter	The work is a single standard alteration to a domestic premises' existing gas supply pipe and the re-connection of the gas meter on the end of the new pipework. You must arrange for the re-connection of the pipework from the meter back to your appliances.
Alter Service & Full Reconnect	The work is a single standard alteration to a domestic premise existing gas supply pipe and reconnection of the meter in its new position and up to 2m of copper pipe to the appliances.
Service Disconnection	The work is to disconnect a gas service to a premise.
Mains Disconnection	The work is to disconnect gas mains serving 2 or more premises.
Quotation Charge Band 1, 2 or 3	This denotes that the order is for the Quotation Charge only and is not for the Quotation for work. The number 1, 2 or 3 denotes which Quotation Charge band rate was charged based upon the amount of design work your work requires. When your order arrives on our systems, we will manually change the works description to reflect the Quotation Charge band ordered.
Non Std. New Service To New Premises	The work is a Non Standard connection to a newly built or created premise. Non Standard denotes that the work is outside of standard domestic work as it is for: multiple premises, non domestic premises, a length of new pipework in the private land exceeding 40m or for supplies exceeding a total peak hourly flow of 695KW/H. You must supply National Grid a detailed site plan of the premises.
Non Std. New Service To Existing Premises	The work is a Non Standard connection to an existing premise. Non Standard denotes that the work is outside of standard domestic work as it is for: multiple premises, non domestic premises, a length of new pipework in the private land exceeding 40m or for supplies exceeding a total peak hourly flow of 695KW/H. You must supply National Grid a detailed site plan of the premises.
Non Std. Alteration	The work is a Non Standard alteration to the existing supply. Non Standard denotes that the work is outside of standard domestic work as it is for: multiple premises, non domestic premises, a length of additional new pipework from the existing meter position to the new exceeding 20m or for supplies exceeding a total peak hourly flow of 695KW/H. You must supply National Grid a detailed site plan of the premises.