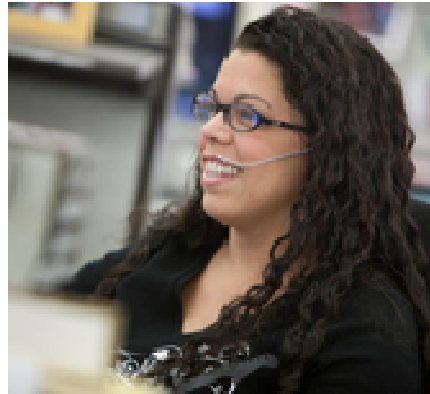


# Disconnections Changes

## Contents



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# Introduction

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- ◆ Changes to the Disconnection process will encompass:
  - ◆ A reduction in application questions you are required to answer.
  - ◆ Reduction in the amount of Incomplete Quotations.
  - ◆ Changes to the WEB application including:
    - ◆ Help Text
    - ◆ Tool Tips
    - ◆ Wording of Questions
    - ◆ Reduction of incomplete quotations from E-commerce
  - ◆ You apply for work by the pipe diameter size, the way it is charged.

# WEB

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- ◆ As you apply for a Disconnection online:
  - ◆ You can click on the help text for each question. This will provide guidance that will help you select the required answer to your needs.
    - ◆ E.g. help text for Existing Pipe Diameter is;
      - ◆ *'Select the diameter of service pipe that you require disconnecting. A domestic meter will usually have a maximum pipe diameter up to 63mm Plastic/ 2" Metal.'*
  - ◆ As you select an answer, Tool Tip text will appear over the answer briefly explaining the answer.
    - ◆ E.g. – as you select  $\leq 63\text{mm PE} / 2'' \text{ Metal}$ , the tool tip displays:
      - ◆ *'Domestic or commercial size pipe'.*

# WEB

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- ◆ The questions for you to answer are on the 'General' tab.
- ◆ All questions on the 'Office Use Only' tab are for National Grid's use.
  - ◆ If you do answer any of the question on the Office Use Only tab, they will have no impact on the price.
  - ◆ National Grid will amend the Office Use Only Tab during the processing of your order if it is required.

# Validations

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- ◆ For work to be quoted, the service requiring disconnection must:
  - ◆ Be in National Grid's retained business.
  - ◆ If on an I.G.T. the work must be quotable by National Grid.
  - ◆ If the application is for more than one service, the services on the application must all be within the same network and postcode area.

# Validations

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- ◆ All orders require validating within our standards of service, whether applied online or by manual application form.
  - ◆ Work at status 'Quote Accepted' online will be validated within D+2 days.
  - ◆ Work at status 'Incomplete Quotation' will be validated by D+2 days and 'Quote Produced' by D+6 days if survey is not required or D+11 if survey is required.
- ◆ When validated, if the work is outside of what National Grid can do, it will be cancelled, monies will be refunded (as applicable) and you will be informed.

# Service Disconnect

- ◆ The new simplified prices went live as part of the Charging Methodology review on 4<sup>th</sup> May 2010.
- ◆ The new prices **minus VAT** and TMA charges are below.

Charges Excl. VAT	Pipe Size	North West	West Midlands	East Of England	London
All Surface Categories	<= 63mm PE/ 2" Metal	£370	£547	£570	£772
	90mm PE/ 3" Metal	£794	£947	£881	£1,406
	125mm PE/ 4" Metal	£915	£1,101	£912	£1,463
	180mm PE/ 6" Metal	£1,178	£1,409	£1,321	£2,442

# Service Disconnect

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- ◆ Online you will be asked the following questions:
  - ◆ Customer Reference Number – (optional) for you to enter a reference to appear on all correspondence from us.
  - ◆ Property Type – (mandatory)
    - ◆ Floor of Meter Property (mandatory – only asked if flat or Maisonette)
    - ◆ Floor of Meter Location (mandatory – only asked if flat or Maisonette)
  - ◆ Disconnection Meter Size.
  - ◆ Secondary Contact - optional
  - ◆ Existing Pipe Diameter - mandatory
  - ◆ Surface Category - mandatory

# Service Disconnect

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- ◆ There are Two new questions for you to answer:
  - ◆ Existing Pipe Diameter
    - ◆  $\leq$  63mm Plastic or 2" Metal
    - ◆ 90mm Plastic or 3" Metal
    - ◆ 125mm Plastic or 4" Metal
    - ◆ 180mm Plastic or 6" Metal
    - ◆  $>$  180mm / 6" or unknown
  - ◆ Surface Category
    - ◆ Road or pathway
    - ◆ Unmade or cultivated
- ◆ Surface category does not have an impact on the price but must be answered to get a price.

# Service Disconnect

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- ◆ To help you configure the service, 'Disconnection Meter Size' has three possible answers.
  - ◆ U6 – This is the most common meter size for most domestic standard gas use premises and small gas use commercial premises.
    - ◆ This will automatically select pipe diameter to be  $\leq 63\text{mm PE} / 2''$  Metal as this is the maximum pipe diameter this meter would need to be installed on.
  - ◆ >U6 – select this if you have identified the meter to be larger than U6.
    - ◆ You will need to select the pipe diameter to be disconnected.
  - ◆ Unknown – if you do not know the meter size or if there is no meter present.
    - ◆ You will need to select the pipe diameter to be disconnected.

# Service Disconnect

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- ◆ **Important** - There must be no excavation done within 1 meter of an assumed service/mains pipe. If you are unsure of the pipe diameter, please select 'Unknown'.
- ◆ A guide to meter sizes against probable pipe diameters is:

<=63mm PE or 2" metal	< U40 meter
90mm PE or 3" metal	< U65 meter
125mm PE or 4" metal	< U100 meter
180mm PE or 6" metal	U165 meter and above

- ◆ The length of service pipe will affect the maximum meter size, longer services will be for smaller meters. E.g. 90mm PE may be for a U25 meter if the service is over 100 metres.

# Service Disconnect

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- ◆ Questions you will no longer need to answer are:
  - ◆ Existing Meter Location
  - ◆ Meter Point Reference Number
  - ◆ Site Access Restrictions
- ◆ These questions are held in the 'Office Use Only' tab and are for National Grid to populate when applicable.

# Service Disconnect

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- ◆ You will receive an Incomplete Quote if:
  - ◆ The property type is Flat or Maisonette.
  - ◆ The Existing Service Pipe Diameter is:
    - ◆ Greater than 125mm
    - ◆ Unknown
  - ◆ A pre-quote survey may be required for these criteria.
- ◆ All other answers will produce a quotation online.
  - ◆ A pre-construction Survey will be carried out where an online quote is given and the work has been accepted and paid for.
    - ◆ If information provided is found to be incorrect, this may cause delays to your work, extra costs or for the work to be cancelled.

# Service Disconnect

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- ◆ If the pipe size is greater than 180mm, National Grid will apply a bespoke quotation.
- ◆ Multiple occupancy properties may require any additional properties/services that will also require disconnecting adding to the quote before taking to Quote Produced.

# Mains Disconnect

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- ◆ You will be asked the following questions:
  - ◆ Customer Reference Number – (optional)
  - ◆ Secondary Contact – (optional)
  - ◆ Existing Pipe Diameter – (mandatory)
  - ◆ Surface Category – (mandatory)

# Mains Disconnect

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- ◆ Question no longer asked is:
  - ◆ Site Access Restrictions
- ◆ This question is held in the 'Office Use Only' tab and may be answered by National Grid when a Survey is returned.

# Mains Disconnect

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- ◆ You will receive an Incomplete Quote online for all Mains Disconnection applications.
  - ◆ Most Mains Disconnections are done by a separate part of National Grid. Who will quote and do this work will be determined when we validate your application.

# Survey

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- ◆ All applications will be Surveyed.
  - ◆ Orders that come through as status 'Incomplete Quotation' may require a pre-quote Survey before they can be quoted.
  - ◆ All orders that are status 'Quote Accepted' will receive a pre-construction Survey before being planned (if a pre-quote survey was not already completed).

# Planning

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- ◆ Before we plan the work, either a pre-quote or a pre-construction Survey must have been completed by our Operations.
- ◆ The Survey will determine whether:
  - ◆ The disconnection is possible as requested.
  - ◆ Whether what was requested is different to the actual work which may incur extra charges or possible refunds or cancellations.
  - ◆ Whether extra services will also require disconnecting which may involve extra charges.
  - ◆ Identify if the cut off points are on different addresses to the site address so we can arrange the correct notices with councils.

# Planning

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- ◆ On D-5 our planning department will contact the site contact to clarify:
  - ◆ On the day of the work, that all gas meters will have been removed from site before National Grid arrives.
  - ◆ You, your customer or their representative must be on site when the team arrive.
  - ◆ There must be no attempt to remove any service pipe until National Grid issue the Site Clear Certificate.
  - ◆ Of any site access issues e.g. parking suspension requirements.

# Variations

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- ◆ Variations will occur when:
  - ◆ There are more or less services to be disconnected than was applied and paid for.
  - ◆ The pipe diameters are discovered (usually underground) different to what was applied and paid for.
  - ◆ If you/your customer misses the appointment because of:
    - ◆ Gas meters still being in situ,
    - ◆ No access to site
    - ◆ No customer/representative on site.
      - ◆ You may incur Abortive Visit Charges.

# Summary

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- ◆ B2B has been updated with new help text.
- ◆ Online customer guidance documents have been updated.
- ◆ B2B will allow more quotations to auto-quote online.
- ◆ There is a reduction in the number of questions asked.
- ◆ You can apply as the work is charged, by pipe diameter.

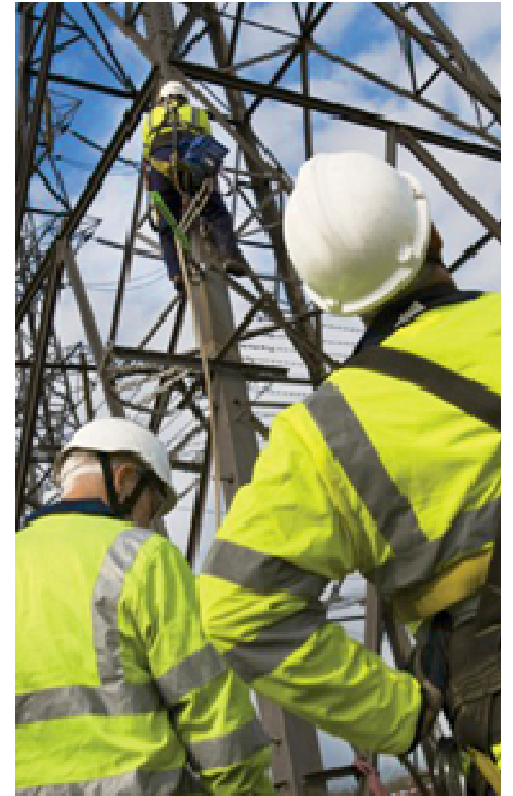
# Any Questions

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- ◆ If you have any questions on the content of this briefing, please contact:
  - ◆ National Grid - 0870 903 9999
  - ◆ [Cos.enquiries@uk.ngrid.com](mailto:Cos.enquiries@uk.ngrid.com)

# Disconnections Changes

The End



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