

**A Guide for Industrial and
Commercial Customers connected
to our Gas Distribution Network**

nationalgrid

This document

The purpose of this document is to provide advice and guidance to Industrial and Commercial (I&C) gas customers on the services that National Grid, as your gas distribution company, provides.

The primary relationship is with your gas supplier and it is advisable to contact them in the first instance. However, as a gas distribution company, National Grid does provide some services directly to I&C customers.

Industry structure

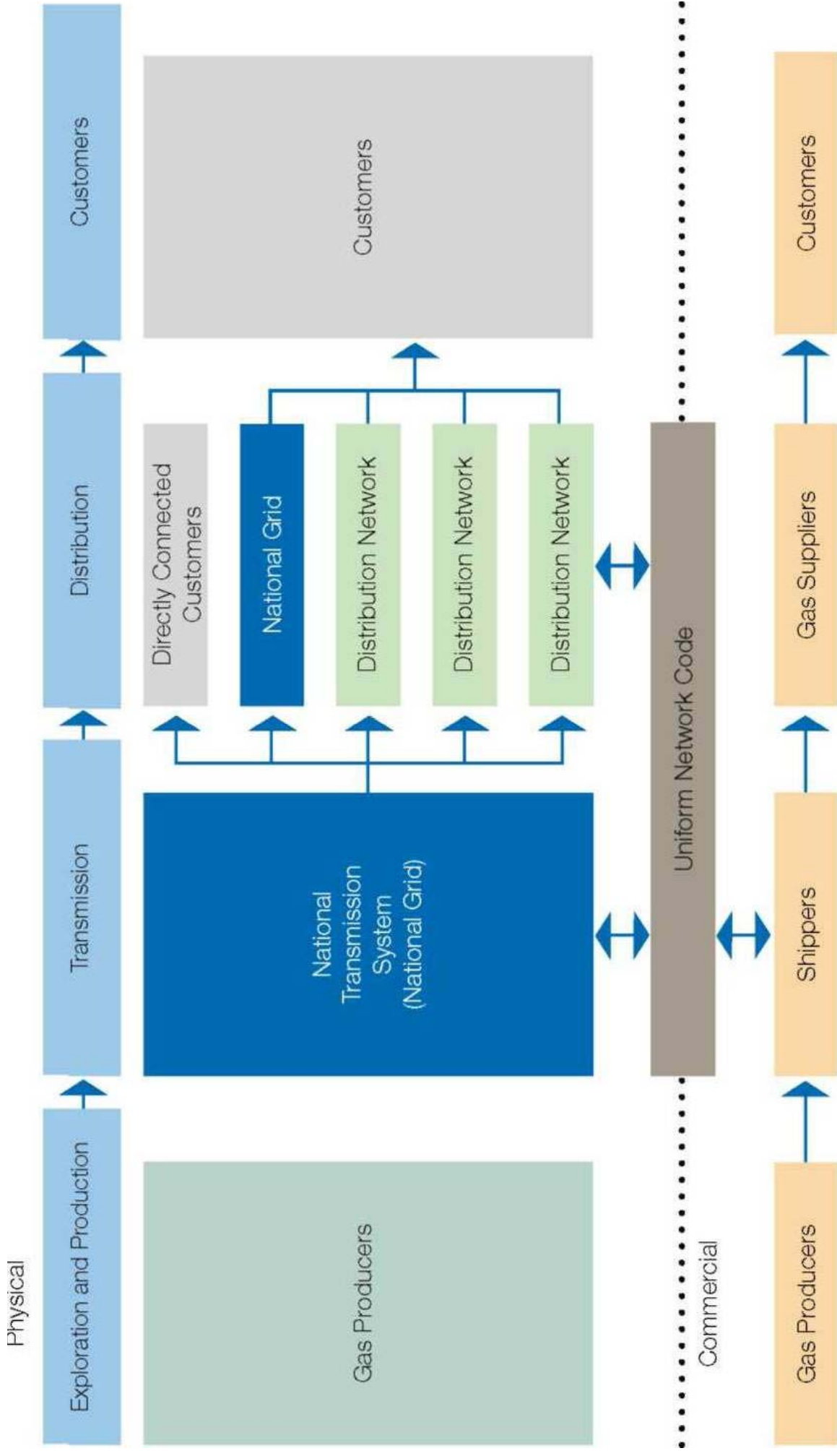
Gas is produced offshore and delivered to beach gas terminals, or importation terminals in the case of Liquefied Natural Gas (LNG). This is then delivered into the high pressure National Grid National Transmission System (NTS).

Gas shippers buy gas from the producers at the beach terminals. They then contract with the gas transporters (Transmission and Distribution) to convey gas direct to customers' premises or to supply points where shippers then sell the gas to gas suppliers.

At the supply points, the gas suppliers buy gas from the shippers and compete to sell gas to customers like you.

The contract between the gas transporter and shipper is called the Uniform Network Code. Full and summary versions of this are available on the website of the Joint Office of Gas Transporters at www.gasgovernance.com

Industry Structure



Who we are

National Grid's UK Distribution business is the gas transporter for the area covering North London, West Midlands, East of England and the North West.

We deliver gas to around eleven million customers via 132,000km of gas mains.

National Grid also owns and operates the UK's high pressure gas National Transmission System and the High Voltage electricity transmission grid for England and Wales. In addition, National Grid operates the High Voltage system in Scotland.

If you need to contact us for general enquiries you can contact our Customer Liaison Team on **0845 605 6677**.

Our services

In the usual course of business, it is unlikely you will need to contact us. However, you may need to do so for the following reasons:

a) To report a gas escape

If you smell gas call the National Gas Emergency Service free on **0800 111 999** and you will be connected to a trained operator who will ask a series of questions to help build up a picture of the reported gas escape or gas emergency. From these details they can decide upon the best course of action to take. If appropriate, safety advice will be given and an engineer will then be dispatched to your site within one hour for an uncontrolled gas escape and within two hours for a controlled gas escape. All calls are recorded and may be monitored.

b) To get a gas connection

If you want a new connection to our gas network, or you require an alteration to your existing service pipe, there are a number of options available to you. You can arrange the connection:

- i. through your gas supplier, or
- ii. via a Utility Infrastructure Provider (details of whom are available on Ofgem's website www.ofgem.gov.uk), or

iii. via ourselves. Contact us on **0870 1600 259** for further information.

More information on these options and the process for connection work is available on our website at www.nationalgrid.com/uk/Gas/Connections/GasServices

Please note that if you require a new connection you must be registered with a gas supplier by the time you wish to take gas. A list of gas suppliers can be found on Ofgem's website at www.ofgem.gov.uk

c) To manage your portfolio

As an I&C customer you may have a large number of sites and have multiple gas suppliers. We provide a service via our data Agency, xoserve, that enables I&C customers to manage their portfolios via the internet.

This free service, Internet Access to Data (IAD), can be accessed through the following URL: <https://iad.xoserve.info>

The IAD site allows you to view:

- i. Meter Point Data - e.g. Meter Point Reference Number (MPRN), Annual Quantity, Latest Reading, etc
- ii. Supply Point Data - e.g. Supply Point Number, Gas Supplier, Emergency Contact Details, etc.

iii. Asset Data - e.g. Meter Serial Number, Device Type, Fitted date, etc.

To benefit from this service, you will have to upload your portfolio online. To do this you will need to obtain the relevant MPRN and confirmation number for each site from your gas supplier. Further information on this service is available on the xoserve website www.xoserve.com or by contacting xoserve via email at xoserve.userpays@xoserve.com

- For smaller sites using less than 73,200 kWh, there is an automated telephone line that provides sufficient information to facilitate a customer transfer - namely, MPRN and gas supplier details. This service can be accessed on **0870 608 1524**. This service is able to handle requests for up to five sites at a time. Bulk requests (i.e. greater than five sites) should be made via email to - datacentre.spa@xoserve.com

d) Dial before you dig

If you intend to undertake work in the vicinity of underground apparatus we are able to provide information in relation to the location of our pipelines, plant and equipment. Please call 'Dial before you dig' on **0800 688 588**. This service is also available via email at plantprotection@uk.ngrid.com

Transportation charges

Charges for gas transportation are levied on shippers who include them in the cost of gas that is sold to gas suppliers. You will therefore not receive a separate bill from us for transportation. However, your gas supplier may pass through the charges as part of your supply contract.

Information on both our Transmission and Distribution charges is available on our website at

www.nationalgrid.com/uk.

A charging calculator is also available which is published on the website of the Joint Office of Gas Transporters at www.gasgovernance.com

Whilst we endeavour to keep changes to once a year, we are permitted to change our charges twice a year and this takes place in April and/or October. We are obligated to give five months notice to provide indicative charge changes and then two months notice confirming the final charge change. We publish these on our website and send out notifications to shippers and interested parties via the Joint Office of Gas Transporters.

Meter asset management

The Reform of Gas Metering Arrangements (RGMA) introduced competition in the provision of gas meters. The provision of the meter is no longer the responsibility of the gas transporter but lies with the gas supplier.

Post emergency metering services (PEMS)

If a meter on an I&C site is less than eleven cm/hour throughput and a U6 domestic type, it may be covered by the PEMS service (i.e. if due to an emergency the meter needs replacing, and National Grid are able to do so, the meter will be replaced on the gas supplier's behalf and they will be billed post event). Your gas supplier, who will also confirm whether they have contracted with National Grid for this service, can provide you with more details should you require them.

Emergency contact information

For larger I&C sites that consume greater than 732,000 kWh or 25,000 therms per annum, there is an obligation on the gas supplier to provide site emergency contact information to the gas transporter. The emergency contacts need to be personnel with the **ability and authority to stop the site taking gas**. These details are required to enable the Network Emergency Coordinator (currently National Grid) to instruct large sites to cease taking gas in the event of a gas supply emergency. By shedding load from large sites first it enables the safety and integrity of the wider gas system to be maintained.

If your site is in this category it is highly likely that the gas supplier's obligation to provide and maintain emergency contact details is reflected in your gas supply contract. If you have further questions on this matter you should consult your gas supplier in the first instance.

Complaints

If you have a complaint about any of the services that National Grid has provided to you, please contact our Complaints Management Team on **0845 070 0203** or via email at **box.complaints@uk.ngrid.com**. We will endeavour to provide a full response to any complaint within ten working days.

Useful contacts

National Grid

Tel 0845 6056677

www.nationalgrid.com/uk

National Gas Emergency Service

Tel 0800 111 999

Consumer Direct

Tel 08454 04 05 06

www.consumerdirect.gov.uk

Ofgem

Tel 020 7901 7295

www.ofgem.gov.uk

The purpose of this document is to provide advice and guidance to Industrial and Commercial consumers connected to National Grid's gas distribution network in the West Midlands, North West, North London and East of England.

Customers living in the other areas of the country should contact their local gas distribution company for information on services to industrial and commercial customers. Contact details are available on our website www.nationalgrid.com/uk



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