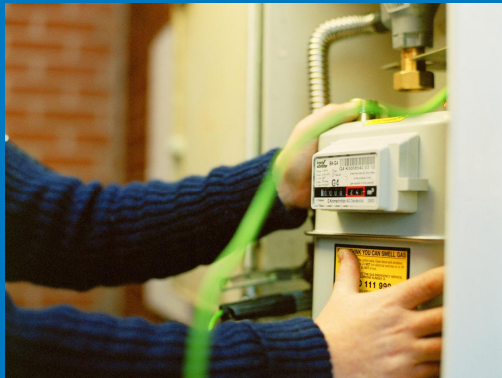


## Changes to Metering and Pipework Check for Safety requests



Network Strategy – Engineering Policy - November 2010

## Process outline....

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- From 1<sup>st</sup> December 2010 the Gas Emergency Service will refer all enquiries from Gas Consumers and Gas Safe Registered Installers relating to **gas meters, meter installations** and **associated pipework** that do not pose an immediate risk to safety through to the relevant gas supplier\*
- The following slides provide information about which particular work requests will be referred to gas suppliers and the appropriate action that should be taken by the supplier

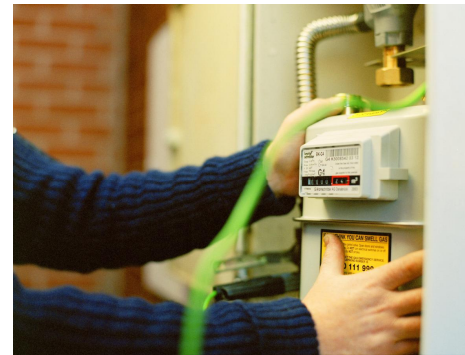
\*Customers who do not know who their gas supplier is will be offered the facility to call the the M number line. If the customer does not have a gas supplier and gas is still being used then the customer will be referred to the former supplier for the property.

## Meter related enquiries

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Unless there is an immediate safety risk such as a smell of gas, the following activities will no longer be attended directly by an emergency engineer

- Meter bracket/ shelf loose
- Meter bracket/shelf missing
- Noisy Meter
- Meter Damaged (rusty/corroded, dial glass broken, or covered in unusual substance, etc)



Jobs relating to these situations will be referred to the relevant Gas Supplier who in turn should notify the owner of the meter asset (Meter Asset Manager- MAM)

## Pipework related enquiries

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Unless there is an immediate safety risk such as a smell of gas, an emergency check for safety job will not be raised to attend existing meter installation pipework, this includes:

- Lead pipes
- Meter inlet /outlet

If the pipework relates to the meter installation then customers will be referred to the relevant Gas supplier who in turn should notify the owner of the meter asset (MAM).

- Queries regarding possible corroded downstream pipes

Enquiries regarding domestic internal pipework will be referred to a Gas Safe Registered Installer. It is the responsibility of the consumer/responsible person to arrange this.

# The Gas Emergency Service will continue to attend.....

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- Problems relating to the Emergency Control Valve
- Suspected Theft of Gas where there is a smell of gas or safety situation (i.e. illegal or dangerous connection, substitute meter, meter by passed, etc)
- Stolen meters where there is a smell of gas or a safety situation
- Suspected corrosion around pipework which is the Gas Transporters (GT's) responsibility (upstream pipework)