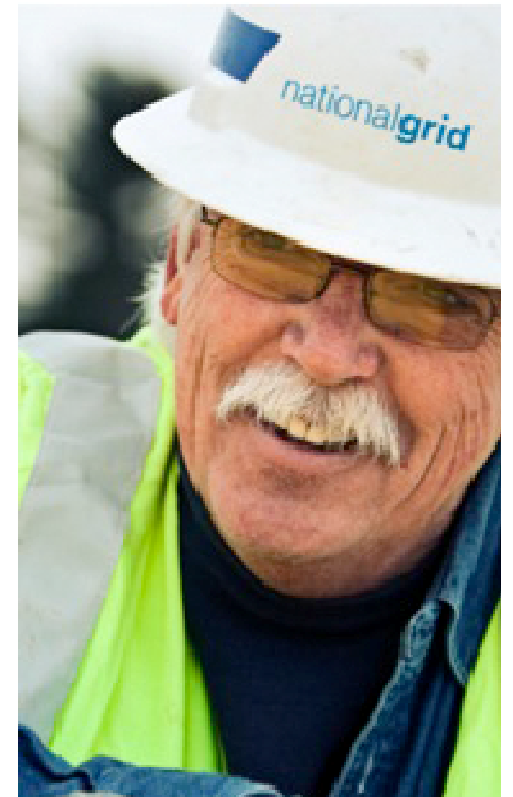
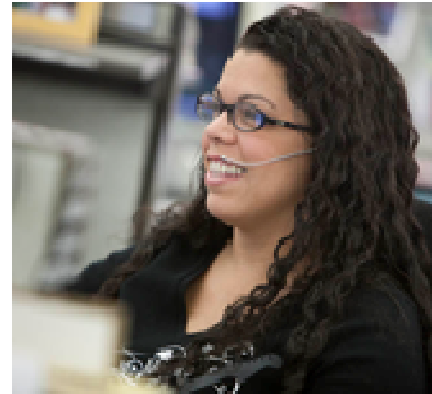


# Business to Business Quotation Price Changes

## Contents



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# Contents

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- ◆ Introduction
- ◆ WEB Navigational Changes
- ◆ New Pricing – New Connections
- ◆ New Pricing – Service Disconnect
- ◆ New Pricing – Alteration
- ◆ New Alteration Requirements
- ◆ Summary
- ◆ Any Questions

# Introduction

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- ◆ As part of the customer experience review, National Grid:
  - ◆ Made changes to the WEB navigational pages to our E-Commerce application.
  - ◆ Updated all the WEB based Customer Guidance documents.
  - ◆ Simplified and published the prices charged for Standard Domestic; Alterations, New Connections and Service Disconnections.
  - ◆ Replaced the old three alteration services with one – Domestic Service Alteration.
  - ◆ Offer alteration customers a cheaper price if they arrange for pre-excavation and backfill of the new pipe routes by their own qualified builder.
  - ◆ For alterations, customers can opt to arrange their own re-connect or National Grid to reconnect (only when full reconnect is possible on the same day) to remove the risk of customers not being reconnected because of them ordering the wrong product. A reduced price is charged when the customer is arranging their own reconnect.
  - ◆ To reconnect up to 20 metres of copper pipe including purge and relight and cross bonding (if already present) where reconnect has been opted in and paid for.

# Introduction

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- ◆ Applying the charges to customers for The Highway Authority - Traffic Management Act went live 1<sup>st</sup> April 2010.
- ◆ The new WEB navigational screens will go live 4<sup>th</sup> May 2010.
- ◆ The new pricing is effective from 4<sup>th</sup> May 2010
  - ◆ The new prices will automatically be applied from this date as you request a quote online.
- ◆ The new alteration service, Domestic Service Alteration goes live on 4<sup>th</sup> May 2010 and the three old services will no longer be available.

# WEB Navigational Changes

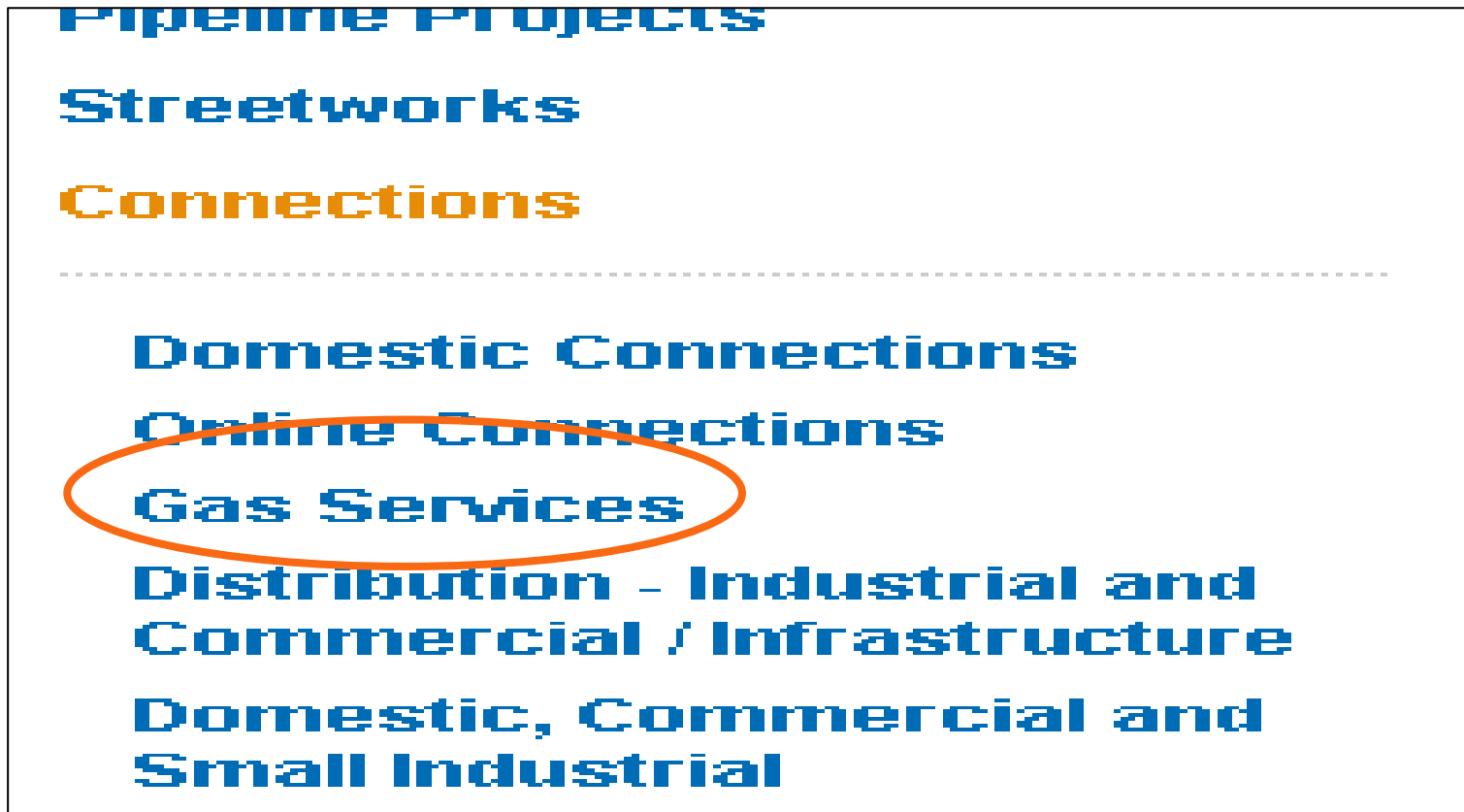
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- ◆ There have been major changes made to the WEB navigational pages. The new link is:
  - ◆ <http://www.nationalgrid.com/uk/Gas/Connections/GasServices/index.htm>
- ◆ These changes have been designed to make it easier for you to:
  - ◆ Select the correct service.
  - ◆ Access the relevant guidance and support document.
  - ◆ Access relevant F.A.Q.'s (Frequently Asked Questions).
  - ◆ Provide shortcuts to the B2B E-Commerce application.

# WEB Navigational Changes

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- ◆ Click on 'Gas Services' on the left of the screen.



# WEB Navigational Changes

- ◆ On the right of the screen is a direct link to the 'B2B' Business to Business application.

## Gas Services

### What we do

Welcome to National Grid Gas Services. Here you can apply for a new gas supply and an alteration to, or a disconnection of, your existing gas supply. If you are a domestic customer you can also apply for gas meter box (also known as meter housing) spares and repairs.

To select which service you want just click on the relevant link below.

- [I want a new gas supply](#)
- [I want to move a meter and/or alter the pipework](#)
- [I want to permanently disconnect a gas supply](#)
- [I want to repair my meter box and/or order spares](#)
- [I have an existing username \(email\) and password](#)
- [I am a licensed business customer with an existing account](#)

### What we don't do

We don't...

- [Temporarily disconnect gas supplies](#)
- [Install new electricity supplies or alter/ disconnect existing ones](#)
- [Install, remove or exchange gas meters](#)
- [Have any information on different gas suppliers](#)
- [Know who supplies gas to your property](#)
- [Know what your Meter Point reference number \(MPRN\) is](#)

### Page Tools

- [Print This Page](#)
- [Email This Page](#)

## Business 2 Business

Service for authorised commercial partners

# WEB Navigational Changes

- ◆ In the middle of the screen is a list of what National Grid can and cannot do.

## Gas Services

**What we do**

Welcome to National Grid Gas Services. Here you can apply for a new gas supply and an alteration to, or a disconnection of, your existing gas supply. If you are a domestic customer you can also apply for gas meter box (also known as meter housing) spares and repairs.

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- [I want a new gas supply](#)
- [I want to move a meter and/or alter the pipework](#)
- [I want to permanently disconnect a gas supply](#)
- [I want to repair my meter box and/or order spares](#)
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### Page Tools

-  [Print This Page](#)
-  [Email This Page](#)

#### Business 2 Business

Service for authorised commercial partners

# WEB Navigational Changes

- ◆ If you click on any of the 'What we don't do' the page will display a message as per the below example with links to 'What we do' pages and a back link.

## We don't temporarily disconnect gas supplies

National Grid does **NOT** provide any type of temporary disconnection, all disconnections are permanent and the property will be left without gas.

If you are demolishing a building and there is a live gas pipe present then it is a legal requirement, for health and safety reasons, that you have a disconnection prior to demolition.

If you are carrying out building works at a domestic property and the gas meter is causing an obstruction then you can have a **disconnection of service**, however this is a **permanent disconnection**. If you require gas to be reconnected to the property after any building work is completed then you will have to apply for a **Non-standard new connection**.

**Please note:** A Non-standard new connection would not fall under the specifications of a subsidised standard new gas connection.

It may be more appropriate and cost effective to have a domestic service **domestic service alteration** to move the gas pipe and meter to a safer location that doesn't hinder building works. Then, if you would like the meter placed back in the original position you would have to apply and pay again for a second alteration.

[< Back to Gas Services home page](#)

# WEB Navigational Changes

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- ◆ If you are unsure of your requirements, you can follow any of the links for 'What we do'. This will take you to further questions if your exact requirements still need to be determined.

**Is the new gas connection you are requesting for a domestic or a commercial/industrial premises?**

Are you requesting a new gas connection for...

- houses, bungalows, independent annexes (granny flats)
- flats or maisonettes, where the meter position will be located on the **first floor or below**, or **less than 3m above ground level**.

Choose whether you need a [single or multiple domestic gas connections](#) >

Are you requesting a new gas connection for...

- shops, industrial premises, churches or residential care homes, or
- flats or maisonettes where the meter position will be located **above the first floor** or more than **3m above ground level**.

View the [non-standard connections quotation charges](#) >

# WEB Navigational Changes

- ◆ As you answer the questions to your requirements, further questions may still appear for more clarification.

**Do you need a single or multiple new gas connections?**

Please select **'single'** if you...

- require up to four domestic new gas connections (these will have to be processed on separate applications)
- have the required **end user** information

Proceed with your **domestic new gas connection** application >

Please select **'multiple'** if you...

- require more than four new gas connections
- do not have the required **end user** information
- prefer to process all the new gas connections together on one application

View **non-standard connections quotation charges** >

# WEB Navigational Changes

- ◆ When you have answered the required questions, you will be taken to a landing page that contains links for relevant application guides, Terms and Conditions, FAQ's and other documents.

Key Documents	
<b>Siteworks terms for below 7 barg infrastructure works</b>	<a href="#">Download PDF</a>
<b>Terms and conditions for a new gas connection</b>	<a href="#">Download PDF</a>
<b>Web application user guide - domestic new gas connection</b> Step-by-step guide to using the online web application for a domestic new gas connection.	<a href="#">Download PDF</a>
<b>Checklist</b> Print off and complete this checklist to assist you when using the web application.	<a href="#">Download PDF</a>
<hr/>	
Additional Help	
<b>Digging a trench &amp; ducting installation on private land</b> If you have opted to pre-excavate the private land in preparation for National Grid installing a new gas connection at your property then please ensure you have read and understood this document.	<a href="#">Download PDF</a>
<b>Consent form</b> It is your responsibility to gain written consent from a third party if it will be necessary to use or gain access to their land when completing any gas works. Where the property is not in your ...	<a href="#">Download PDF</a>
<b>Frequently asked questions [***]</b> Frequently asked questions related to domestic new gas connection.	<a href="#">View</a> <a href="#">Edit Document</a>

# WEB Navigational Changes

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- ◆ As you proceed through the screens, once you have clarified your requirements, you can click on the 'B2B' link held on the right side of the screen to create your order.



# New Pricing – New Connections

- ◆ The new published Standard Domestic New Connection Prices excluding VAT are:

Charges Excl. VAT	Length In Private	North West	West Midlands	East Of England	London
National Grid to Excavate / Backfill or Insert	0m	£261	£246	£249	£435
	40m	£673	£635	£642	£1,122
Cust to Excavate / Backfill in Private	40m	£282	£267	£270	£470

# New Pricing – New Connections

---

- ◆ The validation requirements for standard work New Connections is:
  - ◆ Property is in a National Grid Network.
  - ◆ Property requires the supply for domestic use.
  - ◆ The end user consumer name.
  - ◆ There is no existing live supply to the property validated on Xoserve.
  - ◆ The meter position is no more than 40 metres across open private land from the property boundary towards the nearest main.
  - ◆ The property boundary is no more than 23 metres from a National Grid main.
  - ◆ The meter position must be along the front elevation of the property parallel to our pipe or up to 2m along the side of an external wall.
  - ◆ The meter position is to be no more than 3m above ground level.
  - ◆ Supplies for new build premises must also have submitted detailed site plans as produced by an architect (not a desk top map and not a floor plan).
  - ◆ Pipes cannot be laid under buildings or into concrete.

# New Pricing – New Connections

---

- ◆ The cost of a standard Domestic New Connection depends of private land and whether the customer will provide any excavation:
  - ◆ 0 metres - Lowest cost. If your customer has no private land to be excavated (including 3<sup>rd</sup> party/ shared ownership land). This does not include the highway or public footpath.
  - ◆ 0 to 40 metres – Higher cost. If there is any private land to be excavated (including 3<sup>rd</sup> party/ shared ownership land) up to 40 metres. This does not include the highway or public footpath.
    - ◆ Above 40 metres private is non-standard and should be applied for appropriately.
  - ◆ Higher cost. National Grid to excavate, infill, insert etc as the work demands and backfill any excavations.
  - ◆ Lowest cost. Your customer can pre-excavate the new pipe route and backfill when National Grid have completed laying the service which is for a lower price.
    - ◆ Your customer can lay the correct ducting and leave this open either end for National Grid to insert our pipes if they cannot have an open trench.

# New Pricing – Service Disconnect

- The new published Service Disconnection Prices excluding VAT are:

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

# New Pricing – Service Disconnect

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- ◆ For Service Disconnections:
  - ◆ You can select the current meter on site as either:
    - ◆ U6
    - ◆ Larger than U6
    - ◆ Unknown
  - ◆ The costing of the work is determined by the size of pipe.
    - ◆ E.G. If you select your customer has a U6 meter, the system will determine they have up to 63mm PE or 2” metal pipe and quote appropriately.
  - ◆ You will receive an online quote for most property types if the meter size is U6.
  - ◆ All other meter selections will provide an incomplete quotation which will be completed by National Grid after validations.
  - ◆ Any meters must be removed before our engineers arrive on site.

# New Pricing - Alteration

- ◆ The new published standard Domestic Service Alteration prices excluding VAT are:

Charges Excl. VAT	Alteration Length	North West	West Midlands	East Of England	London
National Grid to Excavate/ Backfill or Insert	0<=2m	£803	£646	£639	£909
	>2<=10m	£945	£763	£755	£1,069
	>10m<=20m	£1,497	£1,218	£1,206	£1,686
Customer to Pre - Excavate & Backfill	0<=2m	£374	£309	£306	£419
	>2<=10m	£448	£372	£369	£500
	>10m<=20m	£735	£619	£615	£815

# New Pricing - Alteration

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- ◆ The reduction in price excluding VAT for a Domestic Service Alteration if the meter and pipe reconnection is arranged by you / the customer:

Charges Excl. VAT by alteration length	
0<=2m	- £65
2<=10m	- £89
10<=20m	- £186

# New Alteration Requirements

---

- ◆ The validation requirements for standard work Alterations are.
  - ◆ Customer is in a National Grid Network.
  - ◆ Customer has a live gas supply
  - ◆ The property is domestic
  - ◆ The end user consumer name.
  - ◆ Customer requires the meter or pipe move to require no more than 20 metres of new pipe work from it's current termination point.
  - ◆ If customer is arranging pre-excavation, their qualified contractor must excavate the route for the new pipe
  - ◆ For a Full Reconnect, the new termination point of the new pipework must require no more than 20 metres of copper pipe to reconnect to the old position.
  - ◆ For a full reconnect, the existing meter must be the same size and dimension as the new meter requirements e.g. semi concealed to semi concealed or U16 to U16.
  - ◆ When re-connect isn't possible or has been opted out of.
    - ◆ Customer must arrange any meter exchanges.
    - ◆ Customer must arrange resulting outlet, purge & relight and cross bonding work
  - ◆ Pipes cannot be laid under buildings or into concrete.

# New Alteration Requirements

---

- ◆ For Alterations the changes are:
  - ◆ There is now one service to replace the old three:
    - ◆ Domestic Service Alteration
      - ◆ **Material number: - 202504**
  - ◆ There are different configuration questions.
  - ◆ There are two tabs on the configuration screen:
    - ◆ General – to be completed by you.
    - ◆ Office Use Only – to be completed by National Grid.
  - ◆ The work National Grid will do on the plan date will depend on the answers given to the configuration questions.

# New Alteration Requirements

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- ◆ **Questions that are on the General tab are:**
  - ◆ **Customer Reference** - optional
  - ◆ **Property Type** - mandatory
  - ◆ **Ownership Details** - mandatory
  - ◆ **Name Of Consumer** – mandatory
  - ◆ **Existing Meter Size** - mandatory
  - ◆ **Existing Meter Box** – mandatory
  - ◆ **New Meter Size** – mandatory
  - ◆ **New Meter Box** – mandatory
  - ◆ **Select New Pipe Length Required Across Private Land** – mandatory
  - ◆ **Excavate (Private Land)** - mandatory
  - ◆ **Who Will Reconnect?** – mandatory
  - ◆ **Secondary Contact** - optional

# New Alteration Requirements

---

- ◆ Against each of the questions, you can open help text that will:
  - ◆ Explain the question further.
  - ◆ Help you answer the question correctly to your customer's requirements.
- ◆ As you hover over a question or a possible answer, a message will appear with a brief explanation of what the question or answer means.

# New Alteration Requirements

---

- ◆ **The available answers for some of the questions are:**
  - ◆ **Ownership Details**
    - ◆ Business or Organisation – **you should always select this answer.**
    - ◆ Owner of Property
    - ◆ Occupier of Property
  - ◆ **Existing Meter Size**
    - ◆ No Meter On Site
    - ◆ U6
    - ◆ U16
    - ◆ U25
  - ◆ **Select New Pipe Length Required Across Private Land**
    - ◆ 0 – 2m
    - ◆ 2 - 10m
    - ◆ 10 – 20m
  - ◆ **Excavation (Private Land)**
    - ◆ National Grid
    - ◆ Certified contractor
  - ◆ **Who Will Reconnect?**
    - ◆ National Grid Gas
    - ◆ I will arrange reconnection

# New Alteration Requirements

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- ◆ The costing for Alterations is dependant on:
  - ◆ 0 to 2 metres – of new pipe work required.
  - ◆ 2 to 10 metres – of new pipe work required.
  - ◆ 10-20 metres - of new pipe work required.
    - ◆ Above 20 metres is non-standard and should be applied for appropriately.
  - ◆ A lower price is charged if you/ your customer is arranging pre-excavation of the new route for the new pipe length.
    - ◆ Indicate if you will arrange for a 'certified contractor' to pre-excavate the pipe route across private land before the plan date and reinstate after the plan date. Any certified contractors must as a minimum hold a current Energy Utilities Skills Registration (EUSR) – Management of Safety in Excavations Card. Or,
  - ◆ A higher price is charged if you wish for National Grid Gas to carry out all excavation, installation and reinstatement works.
  - ◆ A lower price is charged if you opt out or are opted out of National Grid re-connecting the meter and outlet up to 20 metres of copper.
  - ◆ You or your customer must arrange for the reconnection and any meter exchanges if opted out of reconnection,

# New Alteration Requirements

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- ◆ If your customer chooses to use a Certified Contractor to pre-excavate the route of the new pipe and the existing pipe, they must be informed of the following.
  - ◆ 'It is important, for safety reasons, that you ensure that your Certified Contractor engaged for the purpose of excavating and reinstating around live gas services has the appropriate certification of competence in carrying out ground works.
    - ◆ Certified contractor limited to holders of a current Energy Utilities Skills Registration (EUSR) – Management of Safety in Excavations Card to carry out excavation and reinstatement works.
    - ◆ Before carrying out any excavations your Certified Contractor must comply with safe digging practices and the Health and Safety documents HS (G) 47 entitled Avoiding Danger from Underground Services, will provide the necessary information. (The publication is available from H.M.S.O outlets).
  - ◆ No excavation is to be undertaken within 1m of the anticipated position of any existing gas service pipe or main.
  - ◆ **If you damage a gas service please call the National Gas Emergency Number immediately on 0800 111 999.'**
  - ◆ Detailed information on pre-excavation is available on:
    - ◆ <http://www.nationalgrid.com/NR/rdonlyres/EB4B3AF9-B670-49CB-992C-C000B7C67F8F/41035/GuidanceonCustomerArrangedWorksforAlterationv8.pdf>

# New Alteration Requirements

---

- ◆ Because we cannot always reconnect the meter and copper pipe work, the question ‘Who will reconnect?’:
  - ◆ If the new meter size is different to the existing,
    - ◆ *And/or*
  - ◆ If the existing meter size is ‘No meter on site’,
    - ◆ *And/or*
  - ◆ If the meter is moving from or to a Semi Concealed meter box and the new or old box is different.
    - ◆ The answer will be auto populated to be ‘I will arrange reconnection’ and this cannot be changed.
    - ◆ When you click ‘Accept’, a warning message will appear informing you, “*You will need to contact your gas supplier and arrange for a meter exchange or new meter. You will be without gas until this is done. You will also need to arrange for a Gas Safe Registered Engineer to reconnect your appliance back to the meter. You will be without gas until this is done.*”

# New Alteration Requirements

---

- ◆ If the meter and meter box selections mean National Grid can reconnect the meter and pipe work on the same day, question ‘Who will reconnect?’:
  - ◆ You can select either National Grid to reconnect or to arrange it yourself.
    - ◆ If you select ‘I will arrange reconnection’:
      - ◆ When you click ‘Accept’, a warning message will appear informing you, “*You will need to arrange a Gas Safe Registered Engineer to reconnect your meter and your appliances back to the meter. You will be without gas until this is done.*”

# New Alteration Requirements

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- ◆ When applying for a Domestic Service Alteration, you will receive an incomplete quote if any of these are true:
  - ◆ The property type is flat, maisonette, caravan or house boat.
  - ◆ Existing and new meter sizes are different.
  - ◆ If the new meter box is a wall mounted or free standing Kiosk.
    - ◆ If any of these circumstances are true, the order will require validating and any pre-quote site survey completed before the order is raised to Quote Produced or Cancelled if work is not possible.
    - ◆ Any order quoted to your account from National Grid after validation can be accepted and paid for online on your account.
- ◆ All other answers will provide you with a quotation which you can either accept and pay for as you raise the order or return later to accept and pay for online.

# New Alteration Requirements

---

- ◆ If you either opt out or are opted out of reconnection because of your requirements, the reduction in price for arranging your own reconnection will automatically be applied to the order.
- ◆ If you do not opt out of re-connect, the increased charge will be applied automatically to the order.
- ◆ If you select that you/your customer will provide the excavation, the customer pre-excavation price will automatically be charged.
- ◆ If you select National Grid to excavate, infill and backfill, the National Grid to Excavate charge will be applied.

# New Alteration Requirements

---

- ◆ Questions that are not being asked are;
  - ◆ Consent Required
    - ◆ There is a link on the order summary screen for you to download a consent form. There is also guidance for this on the WEB navigational pages.
    - ◆ As part of the office validations, if a possible consent issue is observed, contact will be made with you to inform you your customer will require consent and a consent form can be sent to the customer if required.
    - ◆ Our Terms and Conditions determine the customer is responsible for obtaining any consent and by applying for and accepting the quote, an assumption is made consent has been obtained.
  - ◆ Annual Loadings
    - ◆ No longer required as this can be discussed during site survey.

# New Alteration Requirements

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- ◆ All work will be 100% surveyed, either at pre-quote or post acceptance stages which will be determined by National Grid.

# New Alteration Requirements

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- ◆ On the day of the work, if your answer was the customer will provide the excavations:
  - ◆ Your customer must have excavated the route for the new pipe work before our team arrives.
  - ◆ Your customer must install suitable barriers around the contractors excavations to ensure safety across their land.
  - ◆ The site must be clear of obstructions e.g. scaffolding before our arrival on site.
  - ◆ Once National Grid have finished the Alteration, your customer's qualified contractor must backfill any excavations.

# New Alteration Requirements

---

- ◆ On the day or the work, if your answer was you wanted National Grid to excavate/ infill and backfill;
  - ◆ The site must be clear of obstructions e.g. scaffolding before our arrival on site.
  - ◆ National Grid will decide the best method to complete the work either by excavating, inserting, relaying etc.
  - ◆ Once National Grid have finished the Alteration, they will arrange the backfilling of any excavations and making good the surface within 5 working days.
    - ◆ National Grid will not reinstate specialist surfaces e.g. crazy paving, block paving, nor can we guarantee colour matching of surface colours.

# New Alteration Requirements

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- ◆ On the day of the work, National Grid Will:
  - ◆ Alter the service pipe
- ◆ If your customer is opted in for reconnection of the meter and pipe work. National Grid Will:
  - ◆ Reconnect the meter once the alteration of the service pipe is complete
  - ◆ Reconnect the internal copper pipe up to a maximum of 20 metres.
  - ◆ Purge and relight appliances.
  - ◆ Reconnect any cross-bonding if it was originally present.
- ◆ If your customer has opted out of reconnection or has been opted out because of their requirements, they or you must arrange for any meter exchange from the gas supplier and all the reconnection work to be done on or after the plan date by a Gas Safe Registered Engineer.
  - ◆ **Your customer will be without gas until this has been completed.**

# New Alteration Requirements

---

- ◆ Variations will occur where you apply for:
  - ◆ Incorrect new pipe lengths
    - ◆ This will require additional charges or refunds
  - ◆ Where you have opted / been opted in or out of reconnection and this changes.
    - ◆ This will require additional charges or refunds
  - ◆ Where you have opted in or out of pre-excavating the pipe route and existing pipe and your customer changes their requirements.
    - ◆ This will require additional charges or refunds
  - ◆ Where you request / cancel a Meter Kiosk when not originally ordered or no longer required
    - ◆ This will require additional charges or refunds
- ◆ All financial variations must be approved by you before the work can continue.

# Summary

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- ◆ The WEB navigational pages have changed
- ◆ Guidance documents have been reviewed and updated
- ◆ There are new simplified prices across all services.
- ◆ There is now only one Alteration service.
- ◆ You can elect to pre-excavate pipe routes for a reduced price for an Alteration.
- ◆ Your customers will have their meter and pipe work reconnected up to a maximum of 20m copper pipe unless they are excluded or opted out.
- ◆ There are changes to the Configuration questions.
- ◆ The changes go live 4<sup>th</sup> May 2010.

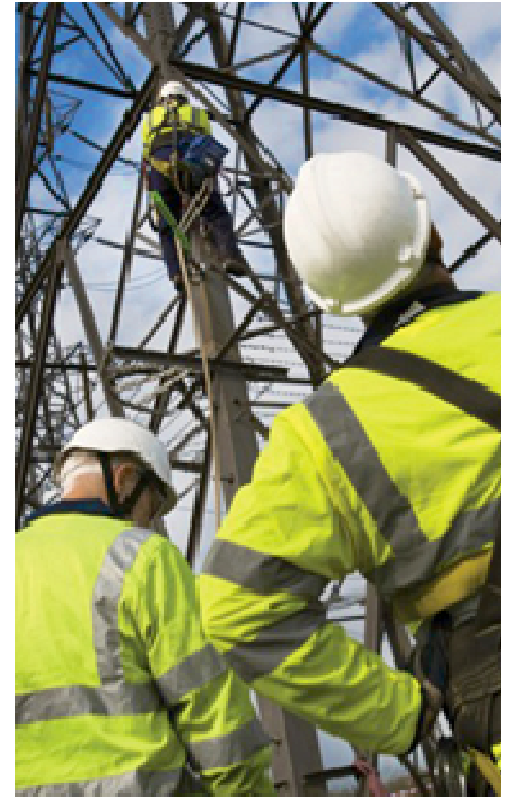
# Any Questions?

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- ◆ If you have any questions on the content of this briefing, please contact National Grid on:
  - ◆ 0870 903 9999 – Monday to Friday 8am till 6pm
  - ◆ [cos.enquiries@uk.ngrid.com](mailto:cos.enquiries@uk.ngrid.com)

# Business to Business Quotation Price Changes

The End



**nationalgrid**

The power of action.™