

Customer Support Document

CUSTOMER GUIDANCE Domestic Meter Box Spares

A step by step guide to applying for domestic meter box spares.

Domestic Meter Box Spares

National Grid does not currently cater for meter boxes that are non-domestic.

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Document Purpose

The intended use of this document is solely and exclusively as an aid for customers to access and utilise National Grid's Self-Service Web Application to process customer requested sales orders. It does not represent an official policy document of the company and should not be treated as such.

This document is intended for use by customers and is a guide to be used in addition to existing business rules, policies, and procedures of the company. Official National Grid documentation will supersede any contradictions contained in this guide.

This document is designed to help you successfully submit an online application for a Domestic Meter Box Spare.

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Domestic Meter Box Spares

Introduction

Domestic Meter Box Spare should be requested where the existing meter box requires fixing or replacing.

Under the as Act 1996 the Meterbox is part of the fabric of the property and as such it is the responsibility of the property owner / occupier to ensure it is adequately maintained.

All work types described within this document are chargeable based on network. The exception to this is the Meter Box key which National Grid will supply free of charge by contacting the Contact Centre (noted below), or alternatively you can contact the Gas Transporter Enquiry line to obtain one on 0845 605 6677.

The questions that appear in this document (beginning on page 7) are in the same order as they will appear on the Web. **You are encouraged to read this document and make note of any requirements or questions related to your request before you apply for the requested work.**

Further Help

If after reading this document you require further assistance or you have a question regarding one of the services we offer, please contact us:

Telephone:	0870 903 9999 (08:00 – 18:00 Mon-Fri)
Fax:	01604 816111
Email:	Cos.enquiries@uk.ngrid.com
Post:	National Grid Customer Ordered Sales Lakeside House The Lakes Northampton NN4 7HD

Please be aware that the quotation that will be provided to you, and any subsequent contractual obligations thereof, are based on the assumption that all details provided by you (the consumer) are correct or correct to the best of your knowledge. National Grid withholds the right to cancel or alter the quotation if the details you have provided are incorrect.

Configure Domestic Meter Box Spares Quotation

Enter Site Address

When you have identified the service order that meets your specific needs, you can begin the process of completing the request for a domestic meter box spare. The first step in the completion process is to “Enter Site Address.” Here, you will be asked to provide National Grid with the address where the work will be performed. You will first need to enter the postcode into a relevant field, click the **Find** button and then select the appropriate address from a list that will be displayed. Once the address has been selected, you will need to click on the **Continue** button and then on the **Next** button in order to confirm the work address and access the Service Category screen.


Select & Configure Service

The Service Category screen displays our available services. You can select the Domestic Meter Box Spares application by clicking on the link in the column on the left side of the screen. Once the link is clicked, the screen will display the the service for you to add it into your shopping basket.


Choose the service you want by clicking on the button and clicking Configure Service. The domestic meter box spare form that you selected will appear and you can begin to make selections and answer questions in order to customise the request to meet your specific needs.

There are a series of questions in the order configuration process for requesting your work. The steps that need to be completed involve entering information into fields on the order screen although it may not be necessary to enter information into each of the fields. Some questions are “optional” while others are “required.” Questions that require a response are marked with a yellow triangle (⚠) while optional fields are marked with a green square (■).

To ensure you can configure the order successfully, the following information is available:

- **Display Options:** Click on [Display Options](#) to show all available selections. Options will appear as buttons once this link is selected.
- **Hide Options:** Click [Hide Options](#) to provide the available selections in a drop-down box.
- **Help:** This can be accessed by clicking the question mark icon 

Reset: Click [Reset](#) next to a question to clear only that data field. If clicked, users can then re-populate the field. The reset button at the bottom of the screen will clear all data fields that have been selected and a refreshed screen will appear.

- **Mandatory:** A field marked with a yellow  triangle is a mandatory field. Information must be entered into these data fields. If information is not entered into a required field, you will not be allowed to proceed to the next screen/payment options.

As the order is configured and selections are marked, note that the “Your Current Selection” column will populate and display the choices/entries you have made.

Step 1: Choose the work type you require (Required 🚩)

You will be given an option to select a work type, this is a one option only selection. (For a detailed list of the different work types see page 10)

Step 2: Meter Location (Optional 🟢)

Then you will be asked to enter in the location of your meter, although this field is not mandatory it will aid us in quoting your work.

Step 3: MPRN Number (Optional 🟢)

You will then be asked to enter your Meter Point Reference Number (MPRN)

Step 4: Contact Address (Optional 🟢)

You will then be asked to enter a contact address, you should only populate this should you have any other addresses you wish to make us aware of.

Step 5: Daytime Telephone No. (Optional 🟢)

You will also then be asked to enter a Contact Telephone number, this will be used if we ever needed to contact you for further information and we are unable to contact you via your main contact number.

When you are happy with the selections you have chosen you should then select Next to proceed to the following page.

Step 6: Add to Shopping Basket

Once you are returned to the Service Selection screen select Add to Shopping Basket, this will put your now configured order into your shopping basket.

Step 7: Go to Order Summary

Once you have added your work to the Shopping Basket the next step is to proceed to the Order Summary screen to confirm the details of your order.

Step 8: Order Summary

Use this page to confirm you are happy with the details you have provided to us, if you have any additional information this can be entered into additional information box at the bottom of the screen. Once you are happy click Next to continue.

Step 9: Login or Create an account

If you haven't logged in yet or created an account, you will be taken to the Log In screen where you can either type your previously used email address and password or create an account by populating your address, contact details and a simple password consisting of letters (including at least 1 capital); number(s) & a special character(s). When creating a password please avoid using names as the security is set up not to accept them. You will not be asked for any financial information on this screen.

Step 10: Payment Method

Once you have logged in you will be asked to choose your payment method, your options are:

- Payment Card
 - Select this option if you wish to pay by Credit or Debit Card.
- Cheque through post
 - Select this option if you wish to pay by cheque.
- I only want a Quotation or Quotation & Design Charge
 - Select this option if you only require a quotation. (Please note quotations are only valid for 45 calendar days)

Once you have entered this information if you select next to proceed to the next screen.

Step 11: Order Submission

This is the last screen you have to confirm the details you have entered and that you are happy with the price.




Once you have read through all the information on there you are then required to read and accept the terms and conditions before proceeding to the next page.

Step 12: Order Confirmation

Your work will now be in our system and we will be contacting you in due course, please make a note of your reference number and provide this information if you ever have to contact us.

Detailed Work Type List


<p>Supply and Install Surface Mounted Meter Box door and cover (Incl. Back Plate)</p> <p>Supply and Installation of a Surface Mounted Meter Box door and cover including the back plate (as pictured)</p>	
<p>Supply and Install Surface Mounted Box door and cover (Excl. back plate)</p> <p>Supply and Installation of a Surface Mounted Meter Box door and cover excluding back plate (as pictured)</p>	
<p>Supply and Install Surface Mounted Meter Box Door (Mk2. Full Door)</p> <p>Supply and Installation of a Surface Mounted Meter Box door (Full Door Model as Pictured)</p>	
<p>Supply and Install Surface Mounted Meter Box Door (Mk1. Half Door)</p> <p>Supply and Installation of a Surface Mounted Meter Box Door (Half Door Model as Pictured)</p>	
<p>Supply and Semi Concealed Meter Box Door</p> <p>Supply and Installation of a Semi Concealed Meter Box Door (As Pictured)</p>	
<p>Supply and Install Built In Meter Box Door</p> <p>Supply and Installation of a Built In Meter Box Door (as Pictured)</p>	
<p>Supply and Install Vandal Resistant Meter Box Door (Built in Meter Boxes Only)</p> <p>Supply and Installation of a Vandal Resistant Meter Box Door for Built in Meter Boxes Only (As Pictured)</p>	

<p>Supply and Install Pregnant Meter Box Door (Electronic Token Meters Only)</p> <p>Supply and Installation of a Pregnant Meter Box Door for Electronic Token Meters Only (As Pictured)</p>	
<p>Repair Work to Meter Box (Includes supply and installation of Hinge/Pins, Locks and Door Keys – This applies to all box types. Does not incl. new doors, covers)</p> <p>Repair work to Meter Boxes which includes supply and installation of hinges & pins, Locks and Door Keys, this applies to all meter box types, however does not include new doors or covers. (As Pictured)</p>	
<p>Supply Only – Meter Box Hinge Pins or Locks (Via Post Only)</p> <p>Supply only of Meter box Hinge pins, or locks sent via post only. (As Pictured)</p>	

All of the above options have set prices which are network aligned. The exception to this is the Meter Box key which National Grid will supply free of charge.

Checklist

Printing and completing the following checklist before you configure the order on line will help you complete the order more easily and in a timely manner.

Step	Description	Answer
1	 Product / Service Required?	
2	<input type="checkbox"/> Meter Location?	
3	<input type="checkbox"/> Meter Point Reference Number? (MPRN)	
4	<input type="checkbox"/> Contact Address?	
5	<input type="checkbox"/> Daytime Telephone Number?	