

## Guidance Notes – Gas Service Diversion & Alterations

### Property Ownership

- If your property is owned by a third party, or the gas service pipe is to cross any land that is not in your ownership, i.e. you have a shared driveway, written consent must be provided from all parties affected before any works will be scheduled. ES Pipelines are happy to provide consent forms on request to support obtaining this consent.

### Property Details

- Please tell us of any restrictions to work on your property, such as listed building status or parking restrictions. Listed building status may affect the extent to which our contractors can legally change the outer façade of the building. If you do tick any of the boxes in this section, please provide further details in “Additional information”

### Excavation, Backfill and Reinstatement (within your private land only)

- If you arrange for the excavation yourself (i.e. provide an open trench in which the gas service pipe can be laid) this must conform to safety regulations and industry standards. Should the excavation not meet these requirements the works will not be completed and you may be subject to an aborted visit charge.  
*Any excavation in the public highway must be carried out by our appointed service provider.*
- The base of the trench must be level, clear of obstructions and suitably compacted to provide firm support under the gas service pipe. More detailed guidance is available on request.
- Excavation in private ground must be to a depth of at least 375mm and must provide 250mm clearance from any other plant (i.e. electric and telecoms cables or water pipes).
- If our service provider carries out the excavation, they will reinstate the excavated area as close to its previous condition and finish as practicable. If you arrange for the excavation, then reinstatement will be your responsibility.

### External Meter Box Types:

Gas services should terminate externally in a meter box on the front of the building or no more than 2 metres along an adjacent elevation to the gas main. The service can terminate in one of the following types of meter box:



Surface Mounted



Multibox



Recessed

ES Pipelines will by default provide and install a Multibox or surface mounted meter box. We do not install recessed meter boxes. Should you require a recessed meter box, you will need to arrange for a builder to carry out the installation of a suitable box prior to the appointment date and indicate this on the connection form. This work should **NOT** be undertaken before the exact location of the service termination and meter box has been agreed with ES Pipelines.

**Surface Mounted** – The box is bolted on to the front elevation of the property.

**Multibox** – These are sited just above ground level and have now replaced the old semi-concealed boxes.

**Recessed/Built-in** – These are installed into a hole in the wall of the property. The door of the meter box lies almost flush with the brickwork.

**Semi-concealed** – The majority of the meter box is placed below the ground with only part of the box and its lid showing above ground. New semi-concealed meter boxes can no longer be installed on ES Pipelines networks, it may be possible to re-site your existing meter box if required.

### Other Considerations

- ES Pipelines cannot fit a meter to the rear of a property.
- Internal meter positions are permissible in exceptional circumstances and where there is adequate ventilation, protection from damage and access to the Emergency Control Valve can be maintained.
- Internal meter positions must have an above ground point of entry, should terminate as close to the point of and cannot terminate more than 2 metres from the point of entry into the building.

### Medium Pressure Networks

- Whilst most networks operate at Low Pressure your local network may operate at Medium Pressure. Your existing meter installation should be clearly labelled as low or medium pressure. Meters connected to Medium Pressure networks can **only** be fitted externally in a Multibox supplied and installed by ESP.
- There are additional specific safety requirements that apply to the siting of meter locations where they are connected to Medium Pressure networks. These requirements include increased minimum proximity distances to building openings, points on ingress and electrical equipment that may restrict possible meter locations.
- If you have a medium pressure service and would like further information please contact us.

### Contact List for Recessed/Cavity Meter Boxes

Should you wish to procure your recessed meter box from an alternative source for a low pressure meter installation, please see below a range of suitable vendors:

Company Name	Website	Tel	Comments
Mitras Composites (UK) Ltd	<a href="http://www.meterboxes.co.uk">www.meterboxes.co.uk</a>	01782 375450	Comprehensive and effective website with a wide range of options. Online ordering is available.
Continental Product Engineering Ltd	<a href="http://www.continentalproduct.co.uk">www.continentalproduct.co.uk</a>	01508 528061	Comprehensive and effective website. Online ordering is available.
Meter Provida Ltd	<a href="http://www.meterprovida.com">www.meterprovida.com</a>	01246 269807	Phone orders only. Code for recessed meter box incl. spigot is METFR100.

Please note that ES Pipelines Ltd is not affiliated with these companies. This is a list of companies that can sell suitable recessed gas meter boxes in order to provide you with a range of options to suit your needs. You are under no obligation to use the companies listed but you must ensure that any recessed gas meter box that you buy is compliant with gas industry standards.

### Additional information

Please input any information that you feel will be relevant to works at your property on the form. This may involve any additional needs you have, such as a disability that may affect the preferred gas meter location, or affect the arrangement of a potential site visit. Any information pertaining to proposed building works commencement dates may also be of assistance, and where possible, we will try to schedule our works appropriately.

### Smart Metering

As part of the Government's Smart Meter programme, every home and small business in Great Britain is offered a new smart electricity and/or gas meter. These types of meters rely on wireless connectivity to send information to your energy supplier, and to the 'In Home Display' (IHD) offered by your energy supplier. If you already have a Smart Meter installed, you should be aware that moving the Smart Meter to a new location (via a service diversion or alteration request) may cause the wireless connectivity to be lost. If this happens, your energy supplier may need to undertake additional work to re-establish the connectivity. There may be additional charges from your energy supplier associated with this. If you are proceeding with a service diversion or alteration request with us, we advise that you also contact your energy supplier to discuss your plans with them.

### Your responsibilities after installation

On completion of the works, the gas meter box becomes your responsibility as the property owner. You therefore assume responsibility for ongoing maintenance and will be liable for any costs incurred in the event of any damage to the box in the future.

Please note that ES Pipelines Ltd and our affiliated service providers are not responsible for the outlet connection downstream of the meter. This means that our service provider will refit the meter into its new position and it will be left capped at the outlet. You will need to arrange for a Gas Safe Registered Engineer to reconnect the meter to your internal systems and purge and relight the appliances.

If you do need any further assistance please do not hesitate to contact our office team on 01372 587500 (lines are open from 8am – 6pm, Monday – Friday). Alternatively, please email us at [meterworks@espug.com](mailto:meterworks@espug.com)