

## Guidance Notes

### 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 planned in. ES Pipelines are happy to provide consent forms on request.

### 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 legally conform to safety regulations. **Any excavation in the public highway must be carried out by our appointed contractor.**
- The bottom of the trench must be level, clear of obstructions and suitably compacted to provide a firm support under the gas service pipe. More detailed guidance is available on request.
- Excavation in private ground must be to a depth of 375 mm and must be located at least 250mm away from any other plant (i.e. electric cables or water pipes).
- If our contractor carries out the excavation, they will reinstate the excavated area as closer to its previous condition as practicable. If you arrange for the excavation yourself, then reinstatement will be your responsibility.

### Meter Box Types:

Meters will only be fitted internally to the property if there is adequate ventilation and protection from damage. More commonly, meters are fitted on the outside of a property in one of the following types of meter box:



*Surface Mounted*



*Multibox*



*Recessed*

ES Pipelines will normally provide and install multiboxes and surface mounted meter boxes but 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 diversion appointment date. This work should NOT be undertaken before the exact location of the box has been agreed with us.

**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 but existing ones can be re-sited if required.

### Other Considerations

- ES Pipelines will not fit a meter to the rear of a property except in extreme circumstances, due to access and safety issues.
- Meters supplied from Medium Pressure networks cannot be fitted in recessed meter boxes. Your existing meter should be clearly labelled as low or medium pressure. If it is not, please check with us before commencing any installation of a recessed meter box.
- There may also be other specific requirements to be considered regarding the proposed location, such as proximity to building openings.

## Contact List for Recessed/Cavity Meter Boxes

Should you wish to buy your meter box from an alternative source, please see below for 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 merely a list of companies that 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. This may involve any special 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.

### 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 contractors are not responsible for the outlet connection downstream of the meter. This means that our contractor will refit the meter into its new position, but 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.

### Smart Metering

As part of the Government initiated Smart Meter programme, every home and small business in Great Britain will be offered a new smart electricity and/or gas meter before the end of 2020. These types of meters rely on wireless connectivity to send information to your energy supplier, and to the 'In Home Display' (IHD) that your energy supplier offered to you when installing your smart meter/s.

If you already have a Smart Meter installed, you should be aware that moving the Smart Meter to a new location (via a service 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 alteration request with us, we advise that you also contact your energy supplier to discuss your plans with them.

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).

