

## Quick Checklist for you to print and complete – Gas service Disconnections

To enable you to complete your order online we recommend you obtain the following information prior to applying. Below is a list (in general order) of selected web application questions. Please use this sheet in conjunction with the main customer guidance manual

Question on web	Why do we need this ? / Notes	Your Answer			
What is/was the gas meter size connected to the service pipe that requires disconnecting	We can usually establish the diameter of the service pipe from the size of the meter that is, <i>or</i> was in place prior to disconnection	U6	Larger than U6	Unknown	
Please describe the meter point location	We need an approximate location of where the meter point is located in order to plan the disconnection	E.G. 2m to the right of back door			
What is your 10 digit <b>Meter Point reference number?</b> (MPRN)	<p>This is really important for establishing exactly what to disconnect. And for closure of all Shipper accounts.</p> <p>Unsure of your MPRN?</p> <ol style="list-style-type: none"> <li>1. Check your Gas bill for an M number. (usually on rear)</li> <li>2. Check the meter for unique MPRN sticker</li> <li>3. Contact the M number helpline 0870 6081524</li> </ol>				
Please identify any <b>Site access or restrictions</b> using the list on the right hand side. <b>(Select all that apply)</b>	<p>We cannot carry out the works if there are any scaffolding in the immediate vicinity of the works or skips etc are blocking access to the service pipes.</p> <p>Please add any further detail in the Additional information text box on the payment details screen</p>	None		Thicker than normal walls	
		Conservation area		Timber framed construction	
		Parking restrictions		Site constraints	
		Red route		Development and phasing	
Please name any <b>secondary contacts</b>	To comply with Data Protection please list additional person/s whom we can discuss the works with on your behalf.	E.G. Mrs P Smith			

If you require a Mains Disconnection please select the service type on the web and complete the details required. This will act as an initial request, further details will be required and surveys may be necessary to establish your exact needs. Mains and service disconnections are subject to Siteworks Terms and conditions which can be viewed by clicking on the link below or entering the address into your URL window. <http://www.nationalgrid.com/uk/gas/connections/swtspecial/>

**Please remember that any gas meters must be removed prior to our arrival for each service that requires disconnection. You will need to arrange this with the Gas supplier**

Any **further information** or particular requirements can be added in the **Additional Information** text box located on the payment details screen. We may need to contact you to discuss your requirements

If you need help call **0870 903 9999** (08.00 – 18.00 Mon-Fri), or email [cos.enquiries@uk.ngrid.com](mailto:cos.enquiries@uk.ngrid.com) . Alternatively read full guidance document