

Quick Checklist for you to print and complete – Gas service alterations

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		
Please confirm the Service you require?	1. Alter Service only 2. Alter Service and Move Meter 3. Alter Service, Move Meter & full re-connect (up to 2m)	E.G. Alter Service only		
What floor is your gas meter <i>currently</i> on?	We need to establish the floor your meter is on to make sure the work is viable.	E.G. First Floor		
Are you the owner, occupier or are you applying on behalf of a business ?	If you are applying as a business we will send you an invoice. If you are not the owner you must have permission from them to apply on their behalf.	E.G. I am the owner		
Is consent required and obtained?	On occasion our customers may require their gas supply or meter box to encroach land that does not belong to them (third party land). In such instances we require proof of the land/property owners consent before work commences.	E.G. Consent not required		
What is the Size of your existing Gas meter ?	U6 generally domestic property U16 generally very large domestic property with multiple gas appliances U25 generally commercial or industrial premise	U6	U16	U25
What type of meter box or meter housing do you currently have at your premise?	Semi Concealed - Partially buried beneath ground Surface mounted - Mounted on external wall (bolt on) Built-in - Built into a recess within external wall None/Customer built – None / self built internal housing	E.G. Surface mounted		
What is your 10 digit Meter Point reference number? (MPRN)	Unsure of your MPRN? 1. Check your Gas bill for an M number. (usually on rear) 2. Check the meter for unique MPRN sticker 3. Contact the M number helpline 0870 6081524			
Do you require a different meter size?	If no, please re-select your existing meter. If upgrade or downgrade is required please select a new meter size.	U6	U16	U25
If applicable - What are your anticipated annual loadings? (Kilowatt hours per annum)	Only needed if you require and upgrade or downgrade as per above question. Please refer to Upgrade / Downgrade document.	E.G. 102,000 KWH PA		
Do you require a different meter box type?	If no please re-select your existing meter box type.	E.G. Surface mounted		
Your new meter position?	If you are not moving your meter please type N/A otherwise please describe your new meter position	E.G. 2m along side wall		
Amount of new pipe length required? (extended length)	How much new pipe (in metres) will need to be laid to reach your new meter position / or will need to be laid to alter your service route?	E.G. 12 metres		
Length of pipe that will be abandoned ? (Cutback)	If known please tell us how much pipe will be removed or abandoned in order to reach your new meter position?	E.G. Unsure		
Please identify any Site access or restrictions using the list on the right hand side. (Select all that apply)	Please remove Scaffold and other immediate obstacles prior to our arrival 1. None 2. Conservation area 3. Parking restrictions 4. Red route 5. Thicker than normal walls 6. Timber framed construction 7. Site 8. Constraints Development and phasing	E.G. Red route + Parking restrictions		
Please name any secondary contacts	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		

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 . Alternatively read full guidance document