

Request for Isolation of Gas Supplies: Guidance Notes for completion of the Request Form

Item 1: This is the address at which you want the gas supply/s to be isolated.

Item 2: This is to record from who the request has come from. This is the address we will use for all correspondence relating to this request and the address we will use as the billing address. If the billing person and / or their address is different, please record in Item 3.

Item 3: If the person paying the bill or the billing address is different from Item 2, then please complete this section. Otherwise mark as 'Not Applicable'.

Item 4: If you have previously applied for this work, please provide us with the previous Quotation reference. This will be in the format 5500xxxx (e.g. 55001255).

Item 5: Please tell us what type of property the services are supplying and the reason for the isolation of the gas supply. i.e. are the supplies being isolated to allow for demolition, refurbishment or no longer required etc.

Item 6: Please indicate when you require the isolation to be completed by. The covering letter to this request pack gives typical timescales to issue a quotation, schedule and complete the works, but these will be subject to workload and restrictions under the Traffic Management Act imposed by the Highway Authority.

If there are any other site considerations we should be aware of, then please detail these. For example, we would like to know if there are significant steps or retaining walls up to or down to the property, any streams or access issues such as parking restrictions or site rules to be observed. If you or the tenant are registered disabled or we require a password prior to visiting the property, please let us know.

Item 7: The gas meter(s) must be removed prior to the isolation of the service pipe. If this has already happened then please tick the relevant box. Where the gas meters have not yet been removed have you contacted the Gas Supplier to arrange removal?

If you do not know who your Gas Supplier is, please phone the national M-Number Enquiry line on 0870 608 1524.

Item 8: Please use this section for any other information you feel is relevant to the site that has not been covered in the Items above.

Site Plans

For all isolation requests, it would be useful if a plan showing the properties, meter locations and services routes (if known) can be provided with the request. This will allow us to process the request in a shorter timescale and may remove the requirement for us to visit site to obtain this information.

Our Policy is to isolate the gas supplies at the parent main where practical to do so. This may not be possible on site if the pipes feed other properties which are not being disconnected or where access to the main is restricted. In these cases, we will agree a safe location for the gas supplies to be isolated which allows you to safely carry out your works.

Completed application forms should be returned to:

**Isolations Team
Wales & West Utilities Ltd
Wales & West House
Spoooner Close
Coedkernew
Newport
NP10 8FZ**

Alternatively you can email us the completed form: connisolations@wwutilities.co.uk