

What we need from you

Before we change your gas supply, make sure you:

- **Arrange an appointment with us to deliver the built in meter box to you.** Please make sure this is installed by a builder before we arrive to do the work.
- **Dig your trench** (if you've chosen to do it yourself).
- **Remove any plants, trees and shrubs** from around the new gas supply.
- **Clear any obstructions** like skips or scaffolding. If you don't, we might not be able to do our work.
- **Arrange for someone to be at the property** while we carry out work.

There are lots of different gas suppliers to choose from, so for helpful advice, contact the **Citizens Advice Consumer Helpline** on **03444 772 020** (Wales), **03444 111 444** (England) or visit **www.adviceguide.org.uk**

The gas pipework in your home must be installed by your gas supplier or a Gas Safe registered engineer. You can find a local engineer at **www.gassaferegister.co.uk**

After your gas supply has been changed, you'll need to contact a qualified electrician to install an earth connection to your copper pipework.

Next steps

STEP 1



Accept the quote we've sent you.

YOUR RESPONSIBILITY

STEP 2



Make payment in full

YOUR RESPONSIBILITY

STEP 3



We'll confirm payment has been made

OUR RESPONSIBILITY

STEP 4



Next, we'll contact you to schedule your work.

OUR RESPONSIBILITY

STEP 5



Our engineers will come and do the work you've asked for.

OUR RESPONSIBILITY

STEP 6



We'll fill in the holes we've dug and get things back to normal within 5 days

OUR RESPONSIBILITY



You may get a survey asking you about our work.

We want to deliver a 10/10 service. If we're not meeting your expectations, please let us know.

If you require assistance contact us on 0800 0726 814

