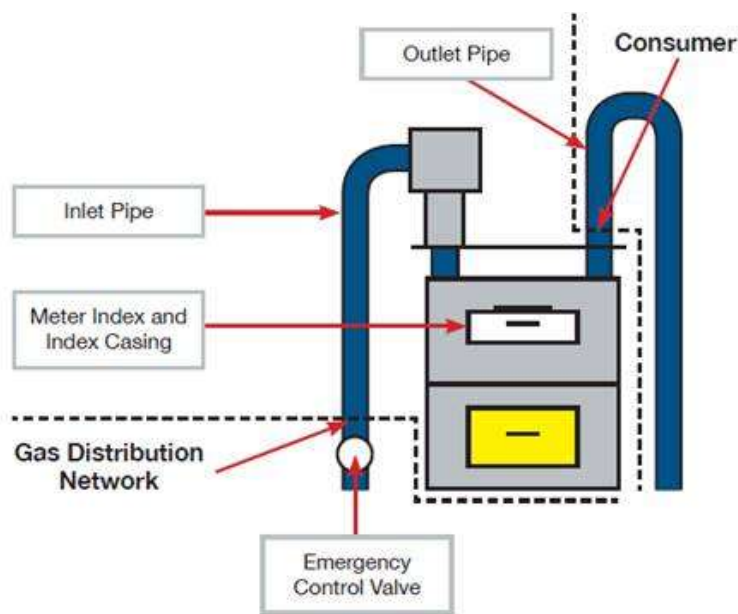




When the customer needs an isolation of the gas service, then the following actions must be taken in order:

1. **Disconnect and purge the internal pipework.** This can be done by the customer's gas safe engineer. Either the customer uses their own gas safe or check if their supplier offer the work as part of the meter removal. (We cannot comment on what the suppliers would offer).
2. **The customer must organise the meter removal with their supplier.** The supplier will have to confirm their process i.e.
 - Supplier to organise the meter disconnection and meter collection or
 - if they want to use another method: ask the customer to organise the meter disconnection via an Ofgem Approved Meter Installer (OAMI) and for the supplier to collect. We have seen more examples of that due to resource issues with suppliers. A simple gas safe cannot remove the meter, they need to have the correct certification to work with meters.
3. **The customer can organise the disconnection of the gas service with the relevant DN or iGT (whoever owns the service).** The customer can organise a quote and pay for it but **the plan date for the actual disconnection must be after the gas meter is removed.** If not, our operations team will leave site which may incur an abandoned visit charge (if the network chooses to apply the cost). The works will have to be rescheduled.