

CONNECTIONS AND OTHER DISTRIBUTION SERVICES CHARGES

STANDARD CHARGES

Effective from 6th October 2025



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This document outlines the Standard Charges used by Wales & West Utilities Limited in respect of its customer facing connections and other distribution services.

Where a Standard Charge is not applicable, a bespoke charge shall be issued based upon the principles laid out in Wales & West Utilities Standard Licence Condition 4B Connection Charging Methodology Statement.

These charges will be applicable for requests received after the close of business at 1700h on the 3rd October 2025, subject to the criteria specified in this document.

Further information about Wales & West Utilities Limited and its activities is available by reference to Wales & West Utilities Limited's Internet site, which can be found at www.wwutilities.co.uk. This site contains an electronic version of this document, as well as our other connections-related publications.

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1 General Principles for Charging

Wales & West Utilities will charge for new connections, service alterations, and disconnections in accordance with the principles in the Gas Act and its Gas Transportation Licence. In general terms this means that, in accordance with section 9 and 10(5) of the Gas Act, customers will pay the cost of their service subject to any applicable allowances (including fuel poor allowances) or other provisions.

We aim to recover those costs that we reasonably expect to incur when we provide connection services. Charges will reflect the cost of labour, materials, and any other expenses required to carry out the work to the customer's requirements including applicable charges relating to the Traffic Management Act¹. Each cost element will carry an appropriate level of overhead. The connection will be provided using the solution that is expected to provide the least cost fit for purpose scheme. This ensures that the connection is efficient in terms of the on-going operating costs of the Wales & West Utilities network.

1.1 Use of Standard Charges

Wales & West Utilities use standard charges for high volume work such as new domestic services, service alterations and disconnections. The application of these charges minimises the administration costs of producing a quotation and provides visibility to customers of the charges and the eligibility criteria.

We calculate the typical costs which we reasonably expect to incur in carrying out the requested works during the period in which the standard charges will apply using a number of cost elements.

We have carried out analysis of labour and material costs incurred for each category over the previous period of approximately 12 months. These costs include, where applicable to the type of work being undertaken:

- Labour costs, including travel to the site
- Materials – pipe, fittings, meter boxes, consumables
- Reinstatement costs (imported sand, stone, tarmac, concrete etc.)
- Tipping charges for surplus excavated materials

¹ Wales & West Utilities Limited is obliged to pass on only those costs which have been efficiently incurred

- Traffic Management Act Charges (notices and permits to Highway Authorities)
- Costs of traffic control such as the use of traffic lights or road closures

Overheads are applied to these costs which cover costs including;

- National Insurance, pensions, training, van costs, fuel, equipment, tools, uniforms and protective equipment
- Supervisory staff and site visits
- Administration costs associated with the quotation, acceptance, scheduling and records
- Administration support from other functions in Wales & West Utilities

1.2 Competition Statement

The gas connections market in the UK is open to competition. You do not have to use Wales & West Utilities for gas connections, alterations or disconnections and may choose another contractor to carry out your required works. If you do choose another contractor, you must ensure that they are registered as an Utility Infrastructure Provider under the Gas Industry Registration Scheme (GIRS). Details of such accredited contractors and further information regarding such accreditations can be found on the Lloyds Register website:

[Gas Industry Registration Scheme | LRQA UK](#)

Please note that it is illegal to get a third party to lay a new service from our network or modify a gas pipe in our ownership without our approval. Where we identify that a connection has been made illegally, we will disconnect the service pipe, take steps to recover the costs we have incurred and report the incident as a dangerous occurrence to the Health and Safety Executive under RIDDOR.

Metering

As a Gas Transporter, our network ends and our responsibility stops at the Emergency Control Valve before the gas meter. We are not able to quote for new gas meters, the exchange of existing meters or the removal of gas meters, but may alter the position of existing meters following an alteration subject to a survey where appropriate. We may however undertake metering work under contract with some gas suppliers and Meter Asset Managers.

2 New Domestic Connection Charges

2.1 Standard Charges for domestic properties connecting to mains operating at pressures up to 2barg (medium pressure)

Charge for up to 10m on public and 20m on private land

Wales & West Utilities to Excavate and Reinstale	Customer to Excavate and Reinstale on Private Land	Properties with no private land or connection off an existing manifold
£3,912	£3,748	£3,614

Additional charge per metre above 10m on public highway up to a maximum of 23m	£135
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This is the charge applicable based on the maximum allowable construction period of 270 days from quotation issue date.

These charges exclude any charges that may be made by individual Highways Authorities under the Traffic Management Act 2004. Where applicable, these will be added to the charges above.

2.2 Eligibility Criteria

To be eligible for this standard charge, the following criteria must be met:

- the property is used or proposed to be used mainly or wholly for domestic purposes, and
- annual usage is 73,200kWh or less, and
- the meter box is designed to accommodate a meter with a badged capacity of 6m³/h (see section 2.6 for treatment of larger meters and kiosks) and
- there is no existing gas supply to the property, and

- the distance from the property boundary to the nearest relevant gas main is within 23m (with no significant engineering difficulties² and land is outside the customer's ownership), and
- the length on private land does not require more than 20m of pipe, and
- where the pipe crosses third party land or the building is leasehold, all necessary consents have been obtained, and
- the service will terminate either at ground floor, the basement or the first floor of a building, and
- the meter is sited at the front wall of the property or no more than 2m along the side wall of the property, and
- the individual property does not form part of a multiple development, or
- the individual properties form part of a multiple development however the person owning or occupying³ each property can be identified⁴, and
- the person requesting the connection is the owner or occupier of the properties, or their agent, as qualified above, and
- the property is not included in the scope of a live infill scheme

Any individual property that meets all the criteria stated above, is eligible, regardless of whether the enquiry is part of a single or multiple connection request.

2.3 Value Added Tax (VAT)

The charges in the above table are exclusive of VAT. We will apply VAT to these charges at the appropriate rate. This rate will depend on the nature of the work being carried out and the status of the customer being billed and be in accordance with the HMRC rules applicable at the time of payment for pre-paid work and the date of final completion for work that is invoiced.

2.4 Warm Home Assistance Scheme

² Including but not limited to works which involve the crossing or affected by the presence of a motorway, railway, waterway, site of special scientific interest or where an easement or other legal permit must be obtained from any person other than the person requesting the works

³ Housing developers or landlords or an agent working on behalf of a developer or landlord are not eligible unless all the eligibility criteria stated above are met

⁴ Acceptable forms of evidence in respect of the identification of the person who owns or occupies a property (being either a single property or properties within a multiple development) are:

- The name and address of the owner or occupier of the properties or;
- A written statement specifying the reasons why a name and address cannot be provided and confirming that the properties are individually owned or occupied

We operate a Fuel Poverty scheme where individual existing domestic properties meeting set eligibility criteria receive a voucher to offset against the charge for the new connection. Information will be provided with the quotation or can be viewed under the Fuel Poverty section on our website.

Warm home assistance

2.5 Description of charging categories

2.5.1 Wales & West Utilities to Excavate and Reinstall

This category refers to the circumstance where we will carry out the excavation and reinstatement of trenches on private land and in the public highway.

The charge will also be applied where we branch off a pipe located in a third parties land and undertake all excavation and reinstatement with no public highway work.

When a specialist surface is encountered, for example a mosaic, coloured tarmac, impressed concrete, tiles etc. within private land, we will only reinstall with tarmac, concrete or re-laid slabs (without any damaged modules being replaced by new ones). The customer will need to make arrangements with a specialist reinstatement contractor to match the original surface.

Customers are advised to relocate or protect growing plants because we, whilst making every effort not to damage them, will not replace them if they are damaged or destroyed.

2.5.2 Customer to Excavate & Reinstall on Private Land

This category refers to the circumstance where the customer has elected to carry out excavation and reinstatement of trenches on private land. This requires the customer to take responsibility for the protection of the excavation from the public and to ensure that access to the property is maintained.

The charge will also be applied where we branch off a pipe located in a third parties land and the customer undertakes all excavation and reinstatement with no public highway work.

Details of trench specifications will be provided with the quotation and ducting guidelines are available on our website or upon request.

2.5.3 No Private Land / Work on Existing Manifolds

This category refers to the circumstance where no excavation will occur on private land. That is, the customer occupies a house or flat that fronts directly onto the street or onto a communal area such as that in a shared courtyard of a block of flats.

This charge will also be applied where we connect to a main that is within the customers land and the length of service is no more than 23m.

The customer may have a connection to a meter box, or a ground floor house entry, or an entry into a basement or to a first floor flat where no significant engineering issues are present.

Standard charges will apply to the installation of a new connection to an existing riser or manifold (i.e. a system of above ground pipes, usually steel operated by us) where it is practical to do so.

2.5.4 Other Information

We will lay pipes by the most cost-efficient method based upon the conditions found on site. This may include the use of vice laying methods and / or the excavation of trenches. Where we dig a trench, it shall be for the sole use of the gas service and not for the laying of utilities or services.

Normally, we will make a connection from the nearest main in the public highway and run a dedicated supply to the property. However, in some circumstances where there is available capacity and pressure, the connection may be made to an adjoining service pipe. This connection will be made in public land unless formal consents are obtained by the customer from the landowner to enable a connection in private land.

The charges include for the provision of meter housing where applicable. We will only transport to site and install 'surface mounted' meter boxes and 'Uniboxes'.

Where a 'built in' meter housing is required, a customer must collect the meter housing from Wales & West Utilities and undertake its installation prior to us beginning the engineering works. No discount, from the standard charges indicated in the table above, is available if the customer procures their own meter housing.

Consents will be required where the property is leasehold (the request is from a tenant or leaseholder) or where the freehold owned by multiple properties e.g. flats, or where the meter box will overhang land not in the customer's ownership.

Where a meter box other than one to accommodate a meter with a badged capacity of 6scmh is required and the other eligibility criteria are met, then a standard charge plus the charge of the suitable meter housing will be issued.

The charge includes the provision of a service governor at the boundary of the property where it is required to reduce the pressure at the meter position from medium pressure to low pressure.

Any property which falls within a 'live' infill scheme (see glossary of terms for definition) will be required to pay a mains contribution charge, plus a bespoke charge for the service. The Standard Charges are not applicable to this category of works.

On completion of works the meter box becomes the property of the customer, who is responsible for any on-going maintenance. We currently provide a chargeable meter box door, catch and hinge replacement service for customers, if required. (See Section 6).

We may carry out work additional to that required by the customer to ensure that we develop and maintain our pipeline system in an economic and efficient manner. Where this occurs, the cost of any additional works will not be charged to the person requiring the new connection. For example, rather than laying a 32mm service pipe to a property within a block of flats, it would be prudent to upsize this pipe to 63mm to facilitate future connections, thereby avoiding multiple parallel pipes and digging up the road and private land numerous times.

Where the eligibility criteria for these standard charges are not met, we shall produce a bespoke quotation for the required new connection.

Payment is required in advance of works being undertaken unless credit terms have previously been agreed.

3 Disconnection Standard Charges

3.1 Standard Charges for the Disconnection of pipes operating at pressure below 2bar

Service Diameter	Public Land including verges, footpath & roads	Excavation and Reinstatement by Customer on Private Land
<=63mm PE or 2" Metallic	£1,008	£526

Service Diameter	Unmade & Cultivated land	All Footpath & Road Types	Excavation and Reinstatement by Customer on Private Land
90mm & 125mm PE or 3" / 4" Metallic	£2,436	£2,707	£1,215
180mm PE or 6" Metallic	£3,088	£3,604	£1,372

These charges exclude any charges that may be made by individual Highways Authorities under the Traffic Management Act 2004. Any charges we incur will be added to the charges above.

3.2 Charges for purging of service pipes

Charge per meter point	£110
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A service is defined as a pipe which feeds either one or two meter points. Where the disconnection permanently cuts off two meter points an additional charge of £110 will be applied to cover the costs of the additional work, including purging the extra pipe work and the administration of the meter point information.

This charge shall also be applied where it is required to isolate a main and the individual services can be isolated and purged at the same time without the requirement to physically cut off each service. (A main is defined as a pipe which has the capacity to feed more than two-meter points).

3.3 Application of charges

These charges are applicable for disconnection of gas service pipes connected to the low and medium pressure distribution networks (below 2 barg operating pressure).

The amount to be charged is based upon the diameter of the service pipe to be disconnected and the type of surface where the disconnection is to be made.

Disconnection of mains pipes shall be charged at the same rate as the service pipes above.

Bespoke charges will be applied to all disconnections larger than 180mm PE or 6" metallic and to pipes connected to the above 2barg network.

Please note; it is normally our policy to disconnect the pipe at the gas main. However, we will allow interim disconnections in private land under the following disconnections:

- The pipe is polyethylene (PE)
- The disconnection point does not represent any risk to the pipe from the works on site
- There is a clear future usage for the pipe following redevelopment of the site

If the excavation pit is not suitable, the customer will either be requested to re excavate or agree to a variation of the quotation and pay Wales & West Utilities to provide the required excavation.

All pre- excavated disconnections will be subject to a site evaluation prior to the works commencing.

3.4 Value Added Tax (VAT)

The charges in the above table are exclusive of VAT. We will apply VAT to these charges at the appropriate rate. This rate will depend on the nature of the work being carried out and the status of the customer being billed and be in accordance with the HMRC rules applicable at the time of payment for pre-paid work and the date of final completion for work that is invoiced.

3.5 Other Information

Gas meters must be removed by the Customer's Gas Supplier prior to the disconnection of the service / mains pipes.

We may notify the registered supplier of the request we have been requested to disconnect the supply to the site to ensure the meter is safely removed from site and the supplier's records properly updated.

Charges associated with the clamping and/or removal of gas meters owned by Wales & West Utilities are set out in the 'Wales & West Utilities Metering Charges' document which is available on Wales & West Utilities' web site (see page 2).

Payment is required in advance of works being undertaken unless credit terms have previously been agreed.

4 Housing Developments

4.1 Standard charges for the connection of new properties in multiple developments where individual properties are anticipated to consume 73,200kWh per annum or less

Number of properties	Charge per property
From 3 to 10 properties	£1,293

Each additional plot from 11 to 100 properties	£1,023
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Charges shown above are exclusive of VAT which will be charged at the applicable rate.

4.2 Application criteria

New housing standard charges are applicable to multiple new housing requests and include for a low pressure (or Medium Pressure network connection and up to 20 metres of feeder main to the site together with the necessary site mains and services. Services should terminate on the front of the properties or within 2m of the front if positioned on the gable. Services may terminate internally at locations compliant with the Gas Safety (Installation and Use) Regulations 1998; at surface mounted meter boxes; Uniboxes; or at pre-installed recessed boxes.

These charges also apply to multiple service connections where the combined works within the public highway are 20m or less.

For the purpose of these charges, the site boundary shall be treated as the point at which the customer completes the excavation and reinstatement works.

To be eligible for a standard charge, the required infrastructure must be associated with multiple requests for new housing connections to individual properties anticipated to consume 73,200 kWh per annum or less.

The charges are also subject to the following eligibility being met:

- The property is used or proposed to be used mainly or wholly for domestic purposes
- The individual service lengths are no more than 20 metres
- It applies to 100 houses or less
- All trenches on site are excavated and backfilled by the developer
- The connections are not for any flatted property above the first floor unless the external meter location is at the ground floor level
- The connection point is within 20 metres of site boundary. If multiple pipes are required, the total length of pipe work outside of the site boundary must not exceed 20m
- The connection point is Low Pressure or Medium Pressure. Any pressure reduction equipment will be charged in addition to the standard charges

- Where third party easements are required, this cost will be in addition to the standard charges
- The work is not considered as 'sufficiently complex'
- Where the proposed main is to supply a future development of more than 10% of the current demand.
- Most sites will be offered a standard pressure as defined in the Wales & West Utilities publication TSPNP14. In those cases where reinforcement is required it will be funded by Wales & West Utilities. Where the load and parent main diameter fall outside of guaranteed demands, a charge may be applicable for reinforcement subject to the charging point and the output of the Economic Test model

4.3 Other information

We will provide a quote to the customer based on these charges. The customer will receive a design of the gas infrastructure upon acceptance of the quote.

On acceptance we may need to check the impact of the additional loads on the network. This may result in an extension of the construction lead times.

Any additional commercial premises consuming up to 73,200kWh/annum and 173kW per hour will be charged at the new housing standard charge. This will apply only if the commercial premises' hourly load is less than or equal to 10% of the full hourly load of the site.

Where the eligibility criteria for these standard charges are not met, we will produce a bespoke quotation for the new connection work required.

2.4 Meter boxes

The charges include for the provision of a surface mounted meter box or Unibox where applicable. Where a 'built in' meter housing is required, a customer must collect the meter housing from Wales & West Utilities and undertake its installation prior to us beginning the engineering works. No discount, from the standard charges indicated in the table above, is available if the customer procures their own meter housing.

On completion of our work, a meter box becomes the property of the customer, and they are responsible for ongoing maintenance. We will provide a chargeable replacement on request.

4.5 Additional Information

We may carry out work additional to that required by the customer to ensure that we develop and maintain our pipeline system in an economic and efficient manner. Where this occurs, the cost of any additional work will not be charged to the person requiring the new connection.

5 Third Party Connections

Standard charges for third party connections to existing network mains operating at less than 2 barg

5.1 Statement of charges

This section sets out the standard charges that will apply when we are requested to complete the final connection to one of our distribution mains for an Utility Infrastructure Provider (UIP) or an Independent Gas Transporter (IGT). The use of these standard charges is limited to the above customer groups and the application of these charges is subject to:

- The UIP/IGT will be responsible for carrying out all necessary notifications, barriers, signage, excavation and backfill, including the laying of their infrastructure back to the agreed point on our parent main
- The UIP/IGT will be responsible for any permissions and/or perimetry associated with this work
- The UIP/IGT will be responsible for exposing the gas main within any carrier pipe or sleeve
- Payment required upon acceptance
- The payment of any applicable reinforcement or enhancement costs
- Line valves will be provided at additional charge
- Standard charges apply to only those pipe diameters displayed within the tables. Pipe diameters not shown will require a bespoke charge from us
- The charge provided on the following tables do not apply where the parent main has been classified under T/PR/P/18 – 'Work procedure for working on pipelines containing defective girth welds or girth welds of unknown quantity'

5.2 Third party connections charge to metallic mains

	Parent Main Diameter						
New main	2"/63mm	3"/80mm	4"/100mm	6"/150mm	8"/200mm	10"/300mm	12"/350mm
63mm	£1,788	£1,672	£1,672	£1,672	£1,677	£1,677	£1,677
90mm		£2,123	£2,123	£2,087	£2,363	£2,352	£2,384
125mm			£2,139	£2,102	£2,380	£2,369	£2,389
180mm				£2,450	£2,716	£2,634	£2,656

5.3 Third party connection charge to PE mains

	Parent Main Diameter						
New Main	63mm	90mm	125mm	180mm	250mm	315mm	355mm
63mm	£1,428	£1,428	£1,428	£1,431	£1,431	£1,434	£1,434
90mm		£3,391	£1,992	£2,173	£2,079	£2,173	£3,391
125mm			£2,179	£2,322	£5,150	£5,451	£5,755
180mm				£5,094	£5,523	£5,739	£5,957

Application of these standard charges will allow UIP/IGT customers to take advantage of our published fast track acceptance process. Where source pressures can be obtained from the standard pressure matrix and the connection size is covered by the one of the standard charges, we will be pleased to receive applications using the fast-track acceptance form. Where the scope of the required work is out with either the standard charge or standard pressure matrix, requests for a connection quote should be submitted in line with existing processes.

6 Alterations Standard Charges

6.1 Statement of Charges

Our charges are based on the linear length of the service alteration and whether we or the customer excavate and reinstate on the customer's land.

Charge Element	Charge
Alter service pipe by two-person team	
Administration, Travel and Setup and Business Overheads (Fixed charge)	£588
Pipe Alteration per metre (WWU to Excavate and reinstate)	£135
Pipe Alteration per metre (Customer to Excavate and reinstate)	£19
Work at Termination Point (MDA 6 meter only)	£116
Associated Meter Charge by a Gas Safe Registered Engineer	
Refit and cap existing meter (MDA 6 meter only)	£127
Refit existing meter and reconnect up to 3m of outlet pipe work	£195
Additional outlet pipe work over 3m per metre or part of metre	£50
Purge & Relight only (no meter move)	£99

Internal alteration of meter position requiring no excavation

Alter service internally by extending inlet from Emergency Control valve and outlet pipe work by up to 2m	£307
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The work associated with the gas meter and the meter outlet pipe work can be undertaken by a Registered Gas Installer. <http://www.gassaferegister.co.uk/>

These charges exclude any charges that may be made by individual Highways Authorities under the Traffic Management Act 2004. Where applicable, these will be added to the charges above.

6.2 Eligibility Criteria

The service pipe and service pipe alteration works must fulfil the all the following criteria to be eligible for the standard charges:

- Service pipe diameter 1.5" metallic or 40mm polyethylene, or less
- Operating at a pressure of below 2 barg
- The existing service entry is either at ground, first floor or basement level
- The proposed service entry is either at ground, first floor or basement level
- The total length of the alteration is not more than 22 metres
- The pipe to be altered is a service pipe that is used to supply only one or two supply meter points
- Additional charges will be applied if we are asked to supply a kiosk for a meter larger than 6 scmh or 66 kW (MDA6)
- Note charges for refitting larger domestic meters in Section 5
- No unusual security or similar access restrictions apply, for example where a property is within a secure military base a standard charge will not be applicable
- At the time of the request the customer does not anticipate that the completion of the works will be affected by any unusual health, safety or environmental risks, for example, working under scaffolding erected by others, presence of asbestos dust

6.3 Description of charging categories

6.3.1 Wales & West Utilities to Excavate & Reinstall

This category refers to the circumstance where Wales & West Utilities will carry out excavation and reinstatement of trenches on private land.

When a specialist surface is encountered, for example a mosaic, coloured tarmac, impressed concrete, tiles etc. within private land, we will only reinstall with tarmac, concrete or re-laid slabs (without any damaged modules being replaced by new ones). The customer will need to make arrangements with a specialist reinstatement contractor to match the original surface. Customers are advised to relocate or protect growing plants because we will not replace them if they are damaged or destroyed.

6.3.2. Customer to Excavate & Reinstall

This category refers to the circumstance where the customer has elected to carry out excavation and reinstatement of trenches on private land. This requires the customer to take responsibility for the protection of the excavation from the public and to ensure that access to the property is maintained.

Details of trench specifications will be provided with the quotation and ducting guidelines are available on our website or upon request.

6.3.3. Refit and cap existing meter

Where practical to do so, we will refit the existing gas meter in the new meter position and cap the outlet of the meter. These activities are undertaken by one of our qualified Gas Safe Engineers.

There are circumstances where the existing gas meter may not be suitable for the new meter position. In these circumstances we will advise you to contact your Gas Supplier to arrange the exchange of the gas meter. The gas Supplier may charge for this work.

If the existing meter is a Smart meter, we are unable to refit the meter and re-establish the required communication links to the electricity meter. If you have a Smart meter, we will direct you to your gas supplier for work on that installation.

6.3.4 Refit existing meter and reconnection outlet pipe work

We will refit the existing gas meter subject to the criteria above via one of our Gas Safe Register engineers. They will visit the job upon the completion of the service alteration but that may be up to 4 hours after the service work has been completed subject to priority emergency work on our network.

Outlet pipe work is defined as the pipe work which runs from the outlet of the gas meter to the appliances.

There is a fixed charge for the meter refit and the first 2 metres of outlet pipe work.

An additional charge per linear metre is applied after this. This charge includes the laying, testing, commissioning and relighting of appliances. The installation of the outlet pipe work is subject to a pre-quotation site survey, and we may decline to quote for this work.

Please note that where we do carry out the installation of outlet pipe work, we will not lift floorboards or chase out walls or floors to conceal the pipe work.

Where we are not moving the gas meter, we will not carry out any outlet pipe work.

6.3.5 Purge & Relight only

A Purge & Relight is required where the service has been interrupted to re-route or lower a section of pipe work, but the meter position has remained unchanged. The charge covers the testing and purging of the outlet pipe work and the relighting of appliances.

6.3.6. Alter service internally by extending inlet from Emergency Control valve and outlet pipe work by up to 2m

Where you require for the gas meter to be moved up to 2m within the same room, it may be possible for us to achieve this by extending a pipe from the top of the existing Emergency Control Valve (ECV) before the meter to the new position, and then laying up to 2m of outlet pipe.

6.3.7. Value Added Tax (VAT)

The charges, in the above tables (4.1 and 4.2) are exclusive of VAT. We will apply VAT to these charges at the appropriate rate. This rate will depend on the nature of the work being carried out and the status of the customer being billed and be in accordance with the HMRC rules applicable at the time of payment for pre-paid work and the date of final completion for work that is invoiced.

Payment is required in advance of works being undertaken unless credit terms have previously been agreed.

6.3.8 Other Information

We will lay pipes by the most cost-efficient method based upon the conditions found on site. This may include the use of trenchless service laying methods and / or the excavation of trenches. Where we dig a trench, it shall be for the sole use of the gas service and not for the laying of other utilities or services.

We may carry out work additional to that required by the customer to ensure that we develop and maintain our pipeline system in an economic and efficient manner. Where this occurs the cost of any additional works will not be charged to the person requiring the alteration.

Our standard charges for service alteration include for the provision of a meter box where applicable. We will only transport to site and install 'surface mounted' meter box and Uniboxes where requested in accordance with us undertaking engineering works. Where a 'built in' meter box is required, a customer must collect the box from Wales & West Utilities, or obtain it from another source, and ensure its correct installation prior to us beginning the engineering works. No discount, from the standard charges indicated in the table above, is available if the customer procures their own meter housing.

On completion of works a meter box becomes the property of the customer; and the customer is responsible for on-going maintenance, however we currently provide a chargeable meter box door, catch and hinge replacement service, if required.

Where the eligibility criteria for these standard charges are not met, we shall produce a bespoke quotation for the required alteration. This will include any work where pressure control equipment needs to be installed or moved to allow the alteration to take place.

6.3.9 Temporary Disconnections

Where the customer requires that the service pipe work is temporally altered to enable works to take place, and then altered to the final location, charges shall be made as follows:

1. Alteration to temporary position followed by alteration to final position allowing gas supply to be maintained throughout. In this scenario, two standard alteration charges shall be applied if each meets the criteria laid out above.
2. Disconnection of the service pipe on the customer's property followed by alteration to final position: In this scenario, a charge for the temporary disconnection (see Section 4) and a charge for an alteration will apply. If the supply to the customer's properties is not reinstated within 3 months of the temporary disconnection the service pipe will be disconnected at the main at the customer's expense.

6.3.10 Vulnerable Customers

Where we have been requested by a Gas Supplier to alter the meter position and / or service pipe to meet the physical needs of:

- the disabled
- chronically sick or
- persons of state pensionable age

We will not charge the customer for this work but will charge the Supplier requesting the work. Note that Gas Suppliers obligations only cover pre-payment meters.

As a Gas Transporter our obligations only extend to customers with physical impairment. Where the Gas Supplier cannot help then we will fund the minimum works for the needs of the customer where access to the ECV or the meter is causing a risk.

We will also alter the existing service pipe where the position of the pipe is preventing modification to the property to meet the needs of the householder. In this instance, 'needs' means as a result of a person's physical condition.

The minimum works, typically moving the meter within 2 metres of its current location in the same room, may not be the most aesthetically pleasing solution. Where the customer requires additional works, we will fund the minimum works and charge for the balance.

7 Larger Domestic Meters

Wales & West Utilities offer a service to refit low pressure non-domestic meters associated with larger domestic services and small commercial sites. This is however subject to survey and as the meter is not the property of Wales & West utilities, we cannot replace faulty fittings. In these cases, we will refer the customer to their gas supplier.

Medium Pressure metering installations will not attract the published Standard Charge and a bespoke charge shall be provided in these cases.

We also offer a service to undertake outlet pipework up to 35mm copper pipe associated with the refit of the meters subject to a site survey and the condition of the pipe work and appliances.

7.1 Meter Re-fix charges

Meter Size	Charge
MDA16	£334
MDA25	£334

7.2 Pipework charges including purging

Pipework size	Charge per metre
28mm	£43
35mm	£56

The above charges are applicable to work undertaken in normal working hours of 0800h to 1700h Monday to Friday. All work undertaken out of these core hours or on public holidays will be subject to premium rates.

7.3 Value Added Tax (VAT)

The charges in the above tables are exclusive of VAT. We will apply VAT to these charges at the appropriate rate. This rate will depend on the nature of the work being carried out and the status of the customer being billed and be in accordance with the HMRC rules applicable at the time of payment for pre-paid work and the date of final completion for work.

8 Meter Box Repair Charges

8.1 Statement of Charges

Our charges are applicable to the repair of meter boxes by Wales & West Utilities for domestic meter boxes designed to accommodate a meter with a badged capacity of 6m³/h, which have services connected to the Wales & West Utilities network.

Description	Charge
Supply and Install Replacement Surface Mounted Meter Box including back plate (if damaged) where a service alteration is not required	£155
Supply and Replace Meter Box Door or lid of a semi concealed or Unibox	£137
Supply and Install Vandal Resistant Door	£268
Replace Meter Box Door Hinge/Lock	£85
Supply of hinges, locks and spare keys by post for fitting by customer	Free of charge

8.2 Other Information

Where excavation is required to facilitate the repair or meter box exchange, standard alteration charges (see section 6) will be applied, where the criteria is met.

Payment is required in advance of the works being undertaken.

8.3 Value Added Tax (VAT)

The charges in the above table are exclusive of VAT. We will apply VAT to these charges at the appropriate rate. This rate will depend on the nature of the work being carried out and the status of the customer being billed and be in accordance with the HMRC rules applicable at the time of payment for pre-paid work and the date of final completion for work that is invoiced.

9 Design Charges

9.1 Design Charges where the project is not deemed to be Sufficiently Complex

Design charges will be based upon an hourly charge out rate for design staff of **£82 per hour** and are inclusive of overheads.

The charge is a weighted cost of the designer, management approver, network analysis, acceptance and scheduling administration.

If there is legal work when a party wants to assign, novate or vary an agreement, then we will look to charge for the legal work involved.

9.2 Application

WWU charges for providing quotations for Non-Standard work. Non-Standard quotations require more individual attention, and we believe that charging for these is appropriate to ensure we discourage requests being made for works that are not likely to be undertaken and result in inefficient cost to WWU. Standard Quotations are based on a desktop quotation which require a minimal amount of administration cost, and this is deemed to be efficient.

Non-Standard quotations therefore will not include any further costs for the design of the work in the total charge agreed as this paid up front by the customer.

If a quotation is accepted and then cancelled, the design charge shall be retained along with any other reasonable costs incurred to cover the cost of the design, creation of the project, registration of notices and MPRNs, and the subsequent cancelling of the works.

Where a customer requests several options or revised quotations for the same site, the project may be deemed Sufficiently Complex – see Section 10.

Singles <u160 / 1733kwh	£257
Multiples <u160 / 1733kwh	£343
Singles / multiples >1733kwh	£515
Non- typical loads (e.g. gas fired power, CNG)	£858

WWU charges for providing quotations for processing connections requests to the network from third party companies (Independent Gas Transporters (IGTs) & Utility Infrastructure Providers (UIPs)). The purpose of the administration charge is to recover the costs associated with processing connections requests.

The charges are based on the end-to-end administration process for the activities described in the tables below that are carried out by the 3rd Party Connection team.

The activities include:

Logging and processing a connections request

Design authorisation

Network analysis

Clearance to proceed

Payment Processing

Completion file validation

Asset records update and digitisation

Fast Track

IGT	£247
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UIP	£329
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Quotation

IGT	£275
-----	------

UIP	£356
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9.3 Eligibility Criteria

Charges for design shall only be applied to new connection projects in respect of the design of infrastructure, which is to be supplied and laid by Wales & West Utilities, subject to the following criteria:

- the infrastructure is for an individual property anticipated to consume more than 73,200 kWh per annum, or
- the infrastructure is for multiple properties of three or more, where each individual property is anticipated to consume not more than 73,200 kWh per annum, or
- the infrastructure is for multiple properties, where there is a combination of individual properties where some are anticipated to consume more, and some are anticipated to consume less than 73,200 kWh per annum, or
- The infrastructure is for a third-party network, which is anticipated to consume on aggregate more than 73,200 kWh per annum, where Wales & West Utilities is to supply and lay a minimum connection that is not a standard design stub connection
- The property is increasing its load and the increase in load is greater than 73,200 kWh per annum
- Diversion projects

9.4 Value Added Tax (VAT)

The design charges calculated by the above methodology are exclusive of VAT. We will apply VAT to these charges at the appropriate rate. This rate will depend on the nature of the work being carried out and the status of the customer being billed and be in accordance with the HMRC rules applicable at the time of payment for pre-paid work and the date of final completion for work that is invoiced.

10 Charging for the design of projects deemed to be sufficiently complex

10.1 Statement of Charges

Where the design of Sufficient Complexity projects is resourced internally, we will estimate the number of hours that its staff will take to complete the design and charge based on the number of hours multiplied by the applicable hourly rate of **£82 per hour** plus the cost incurred in liaison with third parties such as Network Rail, British Waterways, the Environment Agency or Heritage organisations.

Where the nature of a new connection project is of Sufficient Complexity, we may use an external design organisation.

It is also possible for Wales & West Utilities to use a combination of external and internal resources to complete a design. In this situation we will charge for each type of resource using the appropriate methodology as outlined above.

10.2 Definition of Sufficient Complexity

Sufficiently Complex connections occur for all entry or storage connections and exit connections when the connection is to be made to an above 7 barg system; or where there are known obstacles or significant engineering difficulties along the proposed route of the new apparatus.

Engineering difficulties include, but are not limited to the following;

- river or canal crossings or any body of water, navigable or otherwise
- works that are likely to affect or are near or crossing railways, tramways and tunnels
- bridges that require investigation into the suitability and method of crossing
- sudden and significant changes in ground levels
- major road crossings, including motorways, dual carriageways or roads that have special engineering difficulties as specified by the relevant Highway Authority
- Works that are in or likely to affect a SSSI (Site of Special Scientific Interest), Nature Reserve, Scheduled Ancient Monument or Archaeological Site etc.
- infrastructure to any block of flats where the termination point is more than 5 stories above ground level or where a significant amount of internal pipe work is required
- Works in any site with specific security restrictions, for example military bases, prisons
- works carried out in top tier COMAH (Control of Major Accident Hazard) sites
- where any apparatus installed may be subjected to significant land movement or subsidence; including the laying of pipe work near mine shafts/workings

Sufficiently Complex reinforcements occur when the reinforcement includes any apparatus that is designed to operate at above 7 barg; or where there are known obstacles on the proposed route of the reinforcement apparatus.

A project may also be deemed to be Sufficiently Complex where the customer requires multiple options to be considered for the site, and/or requires more than 8 hours design work and consultation for a quotation to be issued.

In addition, in line with Wales & West Utilities' Delegated Authority Matrix, the following projects will also be deemed SCJ due to the approval process associated with issuing a quotation and/or programming the works:

- New Connections works in excess of £250,000
- Mains reinforcement funded by Wales & West Utilities in excess of £50,000
- Mains reinforcement funded by the customer in excess of £100,000

10.3 Application

If deemed necessary, charges for the design of Sufficient Complexity projects will be levied in advance and no refund is applicable except where the project is a reinforcement project that proceeds to the construction phase that passes the Wales & West Utilities' Economic Test.

10.4 Eligibility Criteria

New connections, disconnections, connection alteration and reinforcement works may all be designated to be Sufficient Complexity, providing that they conform to the definition above.

No charge for design shall be made in respect of the following activities:

- service alterations
- service disconnections
- Connections to properties anticipated to consume 73,200 kWh or less, which are not part of a request to connect multiple supply points

10.5 Overheads

The applicable hourly rate in respect of design activities resourced internally within Wales & West Utilities is calculated inclusive of overheads.

Where an external design organisation is used, the design charge will be levied according to the cost to us, and overheads will be applied at the appropriate rate.

It is also possible for Wales & West Utilities to use a combination of external and internal resources to complete a design. In this situation, we will charge for each type of resource using the appropriate methodology as outlined above.

10.6 Value Added Tax (VAT)

Sufficient Complexity design charges are subject to VAT. We will apply VAT to these charges at the appropriate rate. This rate will depend on the nature of the work being carried out and the status of the customer being billed and be in accordance with the HMRC rules applicable at the time of payment for pre-paid work and the date of final completion for work that is invoiced.

11 Third party Charges

11.1 Adoption of Assets

Wales & West Utilities does not apply a charge where it is asked to adopt or take ownership of gas pipes where they are laid by Utility Infrastructure Providers (UIPs) registered under the Gas Industry Registration Scheme (GIRS).

A bespoke charge to cover administration costs, any site investigations and additional works required will be charged for adoption of assets from non GIRS parties. Wales & West Utilities reserve the right to refuse to adopt/connect pipes laid by non-GIRS parties.

11.2 Third Party Service Pipe Alteration works

Where a 3rd party, for example an Utility Infrastructure Provider, relays a $\leq 2"$ steel service pipe as part of the service alteration to a domestic customer, we will pay a fixed allowance of **£510 per service** on satisfactory completion of the work. The payment for non-domestic customers will be assessed on a case-by-case basis.

11.3 High Pressure Self Lay Process

Wales & West Utilities operate a process where competent third parties can design and construct high pressure pipelines for new connections. In most cases Wales & West Utilities will adopt the pipeline upon completion although a third party could operate under its own safety case.

The process identifies several key milestones and Wales & West Utilities will make the following charges for administration of the key milestones. Approval will allow the project to progress to the next stage.

Charges are per assessment.

Milestone	Time Allowance per Day	Charge
Feasibility study	1 day	£718
Environmental assessment	1 day	£718
Design Study	2 days	£1,438
Construction per km of pipeline	5 days	£3,592
Per NRO / CP provision	3 days	£2,155
Operational acceptance and asset adoption	4 days	£2,873

Each milestone must be completed in accordance with the relevant Wales & West Utilities specification and failure to complete to a satisfactory level will result in Wales & West Utilities rejecting the submission.

12 Distributed Gas Network Analysis Charge

Where a customer requests to inject gas into a Wales & West Utilities distribution network, an initial analysis of the network will be required to determine the impact of the input of gas into our network during the year and whether the required volumes can be accommodated.

12.1 Capacity Study

Once this analysis has been conducted, a capacity study will be required to provide a firm quotation. This is fully chargeable to the customer and must be produced to determine connection point and instrumentation requirements.

Analysis of a single connection to a single pressure tier

£1,094 + VAT at the applicable rate.

The study uses actual flow data from our sites in the area, and by using this information we will provide:

- Confirmation of network capacity
- Seasonal and daily demand profiles at the connection point
- Feasibility of being able to blend to minimise propane addition at the connection point

Where multiple pressure tiers or multiple connections to the same pressure tier require analysis an hourly rate **of £82** will be applied, including but not limited to:

- Pressure adjustments and/or reverse compression to increase available network capacity
- Capacity checks on multiple pressure tiers or multiple injection points on a single pressure tier
- Network reinforcement to increase available network capacity

12.2 Reservation of Entry Capacity

To reserve entry capacity on our network, customers are asked to sign the capacity booking letter which is attached to the capacity study and pay a fixed refundable deposit of **£19,000 + VAT** at the applicable rate. This deposit will pay for satellite and communications equipment that will be owned by WWU and will also pay for the support needed from the business for site commissioning. If the site does not get to the commissioning stage, then this deposit will be refunded in full.

Once in receipt of the signed letter and deposit, the offered capacity is guaranteed in our network and becomes unavailable to all subsequent entry applications in the same part of the network.

13 Plant Protection Searches

We charge for plant protection searches where the requestor is a solicitor, agent or other party acting in a legal capacity. Payment is required with the enquiry.

Charge Per Search Location **£63 + VAT** at the applicable rate.

Our Plant Protection service is provided through Linesearch Dial Before You Dig (LSBUD). This is a free service except for the customer groups identified above. LSBUD will collect this charge from the customer at the point of the search and will then transfer those funds to Wales & West Utilities periodically.

We reserve the right to charge the fees above where the third party does not wish to use the free LSBUD service and insists and contacting the Wales & West Utilities office for a manual service.

13.1 Site Supervision

Site visits with one of our engineers may be deemed necessary, in advance of or during proposed works. An initial site visit will always be free, but additional visits or a watching brief may incur a charge. The breakdown of the cost involved is shown below.

Working Hours	Initial Site Visit	Additional Time
Monday – Friday 8am-4.30pm	Free of Charge up to a maximum of 8 hours	£104.00 per hour up to a maximum of 8 hours
Monday – Friday Out of working hours	£144.20 per hour	
Saturday	£144.20 per hour	
Sunday and Bank Holidays	£183.50 per hour	

13.2 Cancellations

If a planned site visit needs to be cancelled, we ask for at least 48 hours' notice. Any cancellations within that time may incur a charge, which is the equivalent of two hours at the applicable hourly rate.

More than 48 hours' notice	Less than 48 hours' notice
No charge	£202.00

14 Abortive Visit Charges

14.1 Statement of Charges

The charge to be applied for abortive visits by a two-person team is £216 for all commercial / non-domestic jobs and £57 for a single domestic job.

In addition, charges incurred under the Traffic Management Act (TMA) in respect of Permit schemes or Lane Rental Charges may be recovered where we incur a second charge from the Highway Authority.

14.2 Application

The abortive visit standard charge is applicable for connection works in respect of new domestic connections, disconnections and service alterations covered by standard charges.

The abortive visit standard charge is subject to the eligibility criteria, detailed below, being met.

14.3 Eligibility Criteria

For an abortive visit charge to be applied, the following must occur:

- a) The customer refuses an on-site variation where the customer has changed the scope of the works from that accepted and paid for; or
- b) The customer has not informed us of on-site conditions or readiness which prevent the work from being carried out or would make it unsafe to do so.

Where on-site conditions outside of the customer's control prevent the work from being carried out, no charge shall be made.

14.4 Value Added Tax (VAT)

The charges above are exclusive of VAT. We will apply VAT to these charges at the appropriate rate. This rate will depend on the nature of the work being carried out and the status of the customer being billed for pre-paid work and the date of final completion for work that is invoiced.

14.5 Other Information

Where Wales & West Utilities has visited the properties to laying a new connection pipe and found a live supply, an Abortive Visit Charge is not applicable.

15 Gas Safety Regulations (GSR) Abortive Charge

This charge is to be applied to Gas Safety Regulation (GSR) visits by our single man First Call Operatives (FCOs) where we find:

- The meter that we have been advised has been removed is still fitted to our gas service, or
- We find a new meter fitted to the gas service

In these cases, we will advise Xoserve of the found meter and charge the Gas Supplier via Xoserve for the abortive visit.

Abortive GSR visit	£142
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16 Examples of Charges

The following examples are used for illustrative purposes only and show the application of our standard charges in a range of scenarios (new connections, disconnections and alterations).

16.1 New Connection Example

Standard charge for the connection of an individual domestic property anticipated to consume 73,200 kWh per annum or less.

Example Project Details

A request is received by us for the new connection of a house (not part of a multiple development) of which the request details are:

- Annual Quantity – 15,000 kWh per annum
- Proximity of the property to a relevant <2 barg main – 5 metres
- Length of pipe required on consumer's property – 11 metres
- Excavation type – Wales & West Utilities to excavate and reinstate
- Termination – to a surface mounted meter box on the front of the building

Note these charges do not include work related to the installation and connection of a gas meter.

Charges Applied

The request is eligible for a standard charge and a charge of **£3,912** plus VAT at the appropriate rate is quoted to the customer.

16.2 Disconnection Example

Standard charges for the disconnection of a gas service pipe operating at a pressure below 2 barg.

Example Project Details

A request is received by us for the disconnection of a gas service pipe of which the request details are:

- Diameter of service pipe to be disconnected – 63mm
- Pressure tier of network connected to – Low Pressure
- Surface category of the disconnection – Public Footpath

Charges Applied

The request is eligible for a disconnection standard charge of **£1,008** plus VAT at the appropriate rate is quoted to the customer.

Note this charge does not include for any work related to the removal of the gas meter which must be requested via the Gas Supplier for the site.

16.3 Alteration example

Standard charges for the alteration of a gas service pipe.

Example Project Details

A request is received by us for the alteration of a gas service pipe of which the request details are:

- Diameter of service pipe to be altered – 32mm
- Operating pressure of service pipe – Low Pressure
- Service entry – Ground Floor
- Length of alteration required – 2 metres
- Excavation type – Customer to excavate and reinstate
- Security or similar access restrictions – None
- A surface mounted meter box is required
- Customer requires meter to be refitted and the outlet pipe work of 4m reconnected

Charges Applied

The request is eligible for a standard charge as follows:

Charge Element	Published Charges	Worked cost
Administration, Travel and Setup (fixed charge)	£588	£588
Pipe Alteration per metre (WALES & WEST UTILITIES to Excavate and reinstate)	£135	
Pipe Alteration per metre (Customer to Excavate)	£19	£38 (2 x £19)
Work at Meter Point	£116	£116
Associated Meter Charge		
Refit and cap existing meter	£127	
Refit existing meter and reconnect up to 3m of outlet pipe work	£195	£195
Additional outlet pipe work over 3m (per metre)	£50	£50
Purge & Relight only (no meter move)	£99	
Total Charge		£987 + VAT

16.4 Alteration for a vulnerable customer

Example Project Details

A request is received by us for the alteration of a gas service pipe of which the request details are:

- Diameter of service pipe to be altered – 32mm
- Operating pressure of service pipe – Low Pressure
- Service entry – Ground Floor
- The customer cannot access the ECV which is at floor level in a cupboard

Minimum works would be to extend from the existing ECV and fit the meter 1.5m higher and to reconnect the outlet pipework

- Customer wishes for the meter to be relocated outside, the meter refitted, and the internal pipework reconnected

Charge of an alteration to external box refit meter and lay 2m of outlet pipework £1,030+VAT.

Minimum works to be funded by Wales & West Utilities (extend inlet and outlet and refit meter internally) £307 + VAT.

Charge to be funded by the customer **£723 + VAT**.

16.5 New Housing Development

Example Project Details

A request is received by us for the connection of a new housing development of which the request details are:

- 60 new houses
- Low pressure main in the road outside the site
- All services to terminate at external meter boxes on the front of the property

Number of properties	Charge per property	Charge	Charge
From 3 to 10 properties	£1,293	10 x £1,293	£12,931 + VAT
Each additional plot from 11 to 100 properties	£1,023	50 x £1,023	£51,136 + VAT
Total Charge			£64,067 + VAT

17 Glossary of Terms

Infill: An Infill is the extension of new relevant mains to an area having a number of existing properties. Customers pay a contribution towards the mains infrastructure as well as their gas service. These contributions will remain for 20 years or until sufficient properties have connected for us to recover our initial investment. The charging arrangements for Infills are covered by the Gas Connection Charges Regulations.

Relevant Main: A Relevant Main is a distribution main operated by Wales & West Utilities Limited which is being used for the purpose of giving a supply of gas to any properties in its authorised area at a rate not exceeding 2,196,000 kWh per annum except any pipe which is not relevant in accordance with Section 10 (13) of the Gas Act 1986 as amended.

HMRC: Her Majesties Revenue and Customs

Gas Act: Gas Act 1986 as amended – the primary legislation for the gas industry

Gas Transporters Licence: The licence that Wales & West Utilities operates under. This includes Standard Licence Condition 4B which requires us to provide the connection and up to 10m of pipe laid in land dedicated for public use for domestic new connections, and the requirement to publish our Charging Methodology

Gas Supplier: Gas Suppliers operate under their own licence and supply gas to customers. A list of Gas Suppliers can be obtained from the OFGEM website www.ofgem.gov.uk

Highway Authorities: Highway Authorities control, coordinate and monitor the work undertaken on the highways. They ensure that utilities are compliant with the New Road and Street works Act 1991 and the Traffic Management Act 2004 and have the powers to impose penalties, stop works or take enforcement action.

Excavation: The work required to break up the ground surface and then excavate the land to enable us to undertake the requested works. Care must be taken to avoid damage to other pipes, cables, ducts as well as tree routes.

Reinstatement: The backfill and making good of the excavated surface in compliance with relevant Codes of Practice.

Economic Test: A financial assessment tool to ensure that Wales & West Utilities meet their obligations under the Gas Act to develop an efficient and economic system and comply with reasonable requests to connect to our system. The model is used to identify new requests for capacity where the required investment would be considered uneconomic and avoids the need for existing customers to subsidise the new load.

Fuel Poor: Customers who live in existing properties who meet qualifying criteria agreed by Ofgem and thereby are eligible for funding to assist them to connect to the mains gas network.

Distributed Gas: Gas input directly into the Wales & West Utilities network rather than from the National Transmission System

Emergency Control Valve (ECV): The valve before the gas meter installation that defines the end of our gas network and is operated by the customer in the event of a gas escape

18 Complaints

In the first instance complaints should be raised with Wales & West Utilities Limited by contacting:

Customer Services
Wales & West Utilities
Wales & West House
Spooner Close
Coedkernew
Newport
NP10 8FZ

Telephone: 0800 912 2999

Email: enquiries@wwutilities.co.uk

If the matter is not resolved following referral to Wales & West Utilities Limited, it can be referred to the Energy Supply Ombudsman

Energy Supply Ombudsman
PO Box 966
Warrington
WA4 9DF
Telephone: 0845 055 0760
Fax: 0845 055 0765
Email: enquiries@energy-ombudsman.org.uk

Other sources of consumer information, help and advice:

Citizens Advice Bureau

<http://www.citizensadvice.org.uk/energy.org.uk>

Telephone: 0808 223 1133

Welsh Speaking Line: 0808 223 1144

Textphone: 18001

Age UK

www.ageuk.org.uk

Telephone: 0800 00 99 66

If it ultimately proves you wish to refer any matter to Ofgem, letters should be addressed to:

The Chairman

The Gas and Electricity Markets Authority

Office of Gas and Electricity Markets

9 Millbank

London

SW1P 3GE