

Gas services renewal programme

Introduction



Gas Networks Ireland constructs and extends the natural gas network in Ireland to the highest safety standards. We deliver natural gas through the pipeline network to over 673,000 customers throughout the country and we are responsible for connecting all natural gas customers to the network.



Gas services renewal programme

Gas Networks Ireland is committed to ensuring that we provide a safe network to all our customers. We make every effort to provide our services in a prompt, efficient and safe manner, and to a high standard. Gas Networks Ireland continuously seeks to improve the levels of service that we provide on a daily basis to our customers and we aim to achieve service excellence in all aspects of our business.

We are currently undertaking a programme to reinforce the safety of the gas services in your area. This will involve the renewal of the gas service at your premises, by replacing or relocating the existing service pipe and/or meter box.

While there is no immediate danger your meter is located in a position that can be or is enclosed by a porch and this needs to be rectified by either replacing the existing gas service pipe or moving the meter from its current position.

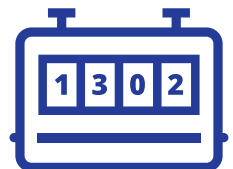
There will be no cost to you for the work carried out. Please note however that it will result in the temporary disconnection of your gas supply.



Example of a meter box in an area with the potential to be enclosed.



The meter box and area surrounding the meter prior to service renewal.



Having your service renewed

- We will contact you to make an appointment to replace your existing gas service supply pipe.
- You will need to provide access to your property on the day of the appointment.
- Your gas supply will be temporarily interrupted for the duration of the replacement work.
- We will also be carrying out a safety test and inspection (Annex E I.S.813, which is the Irish Standard Code of Practice for Gas installations). This is an extra service we are providing free of charge to our customers to ensure that the internal pipe work and natural gas appliances are operating in a safe manner.
- Your meter may need to be moved if it is not possible to renew the supply to the original point. If the meter needs to be moved, new pipework will be installed. We will contact you before this work is done and will discuss the options available to you.
- Every effort will be made to ensure that this interruption to your gas supply is kept to a minimum and you will be advised, in advance, when it will occur.

**We will not move your meter without giving prior notification to you.
If you need to rearrange your appointment please call us on 1800 427 737**



During:
Concrete driveway open cut.



After:
Permanent reinstatement – concrete.

Reinstatement

In order to carry out the renewal of your gas service, we will need to excavate within your property. Due to the nature of the work being carried out, it will be necessary for us to make repairs to the ground surrounding the meter upon completion of the work. This is known as 'reinstatement of the ground' and it is an essential step in completing the job. The initial reinstatement will only be temporary as this allows the backfill in the excavation to settle, so that the permanent reinstatement will be a smooth, safe surface.

Once Gas Networks Ireland is satisfied that the backfill has settled, permanent reinstatement can be completed and will be done within 20 working days. Gas Networks Ireland will ensure your new surface replicates as close as possible to existing surfaces, however we cannot guarantee that the materials used for reinstatement, such as tarmacadam, printed

concrete or cobble lock, will match with the existing surfaces, as the condition of the footpath, driveway or road will weather over time.

Gas Networks Ireland will make every effort not to damage flower beds and grass areas on your property. In consultation with you we will choose the best route to avoid damaging plants, flowers and lawns. However, you may prefer to remove plants or flowers temporarily in order to avoid damage due to unforeseen circumstances. Grass areas will also be treated with due care, however it may not be possible to avoid trampling on a lawn or verge, particularly if the weather is poor.

If grass areas are damaged during excavation work, our crew will endeavour to repair it, including reseeding if necessary. Repairs to flower beds and grass areas may be delayed due to seasonal factors.



Temporary reinstatement on printed concrete.



Permanent reinstatement on printed concrete.

Frequently asked questions

Why is my existing gas service supply pipe being replaced?

Gas Networks Ireland is proactive in ensuring that we provide a safe network to all our customers. As such, we are undertaking a programme to reinforce the safety of the domestic gas services in your area. We have agreed to undertake this programme of works with the Commission for Regulation of Utilities (CRU).

How much will this cost?

There will be no charge for replacing your existing gas service pipe. Extra works that you can request are available but will be chargeable. All the details of these charges can be found on our **meter services page** of our website **www.gasnetworks.ie**

How long will it take to replace my service pipe installation?

The work will take approximately three hours to complete, however this can vary from property to property. Every effort will be made to ensure that interruption to your gas supply is kept to a minimum and that the work is completed as quickly as possible.

Will the gas be turned off during the installation?

Yes, the gas supply to your premises will be turned off during the time it takes to renew your existing gas service supply and to carry out a safety inspection inside your property.

Will you need access to the inside of my home/business?

Yes, we will require access to your property in order to complete the replacement of the service pipes and to test the internal pipework.

What is a safety inspection?

It is a safety inspection on the internal gas pipe work and natural gas appliances in your premises in compliance with I.S. 813 Annex E.

If I need to rearrange the appointment time, is this possible?

You will be contacted in advance to arrange the appointment time. Yes, it will be possible to rearrange the time of your appointment by contacting us on **1800 427 737** or by contacting the supervisor on site directly, if they have left a calling card.

What form of identification should I look for?

Our installation team will carry photo ID badges identifying themselves and confirming that they are working on behalf of Gas Networks Ireland.

Services not included in the gas service renewal programme

The following work will not be undertaken as part of the Gas Services Renewal Programme.

- If a gas appliance and/or the internal gas supply pipe (inside the premises) are found to be faulty during the safety inspection of the customer's gas installation, it will be disconnected in line with safety procedures. The repair of the appliance and/or pipework is the responsibility of the property owner.
- If a property currently has a gas supply, but it is not in use, it will not be renewed or reconnected to the gas main. If gas is required at a later date, there will be a charge for a new connection, which must be paid before the work commences.

There is no charge for the renewal of your natural gas service pipe. Gas customers and property owners should however be aware that there are charges for any requested services outside of the essential work programme. These are fully detailed on our website in the 'Your Meter' section under Service and Charges.

Gas Networks Ireland has agreed with the Commission for Regulation of Utilities to carry out The Gas Service Renewal Programme. The programme will be carried out in phases, by geographical area.

The Gas Service Renewal Programme will help ensure that Gas Networks Ireland continues to provide customers with a safe and consistent service. The programme will also ensure that the Irish gas network remains one of the most modern networks in the world, providing instant access 24 hours-a-day, 365 days-a-year, to natural gas, the most environmentally friendly fossil fuel.

Gas Networks Ireland would like to take this opportunity to thank you for your co-operation while we carry out this programme.

The main contact details for
Gas Networks Ireland are:

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Gas Services Renewal Programme

1800 427 737

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General Enquiries

1800 464 464

Lines open Monday to Friday 8am – 8pm
and Saturday 9am – 5.30pm

.....
24hr Emergency Service

1800 20 50 50

.....
networksinfo@gasnetworks.ie

 **@GasNetIRL**

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gasnetworks.ie