



FULCRUM PIPELINES LIMITED

GAS TRANSPORTER LICENCE STANDARD LICENCE CONDITION 4B

STATEMENT OF PRINCIPLES AND METHODS TO BE USED TO DETERMINE CHARGES FOR GAS DISTRIBUTION CONNECTION SERVICES TO FULCRUM PIPELINES LIMITED NETWORKS

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1. INTRODUCTION

This is a statement of the principles on which, and the methods by which Fulcrum Pipelines Limited (FPL) will determine connection charges, pursuant to Standard Condition 4B of the Gas Transporter Licence. The Statement applies to charges determined from the Statement Effective Date, until superseded by any future Statement.

It sets out the basis of our charges for the connection, alteration and disconnection of connection apparatus to our existing networks. It also includes some information about capacity availability and meter housings.

This document is intended for use by any person wishing to connect to an FPL network or requiring a connection to an FPL network where it is reasonable and economic to do so. This will include Independent Gas Transporters (IGT), Utility Infrastructure Providers (UIP), Shippers, Developers, and Consumers.

Each type of customer will require a relevant contract to be in place, these include for Shippers the FPL Network Code, for IGT's and UIP's the FPL Connection Agreements and for Developers and Consumers a supply contract with a Gas Supplier.

Fulcrum Pipelines aims to recover those costs that it reasonably expects to incur in providing the connection services and charges will be calculated to reflect these costs, including labour, materials and any other expenses required to complete the work. In general, it is expected that these charges will be paid in full prior to the work commencing.

This connection charges document will be reviewed at least annually, with any changes documented and proposed to the Authority (OFGEM) in the first instance, including the date from which the changes shall have effect.

Enquiries or requests for a connection should be addressed to enquiries@fulcrum.co.uk or visit our website at www.fulcrum.co.uk.

Further information relating to our connection services may be obtained from the Fulcrum website, www.fulcrum.co.uk or by writing to The Network Asset Manager at the address given in Section 8.

Note - Fulcrum Pipelines Limited, is the Licence holder for Gas Transportation. All references to "we", "us" or "our" in this document refer to Fulcrum Pipelines Limited, trading as "Fulcrum".

2. CONNECTION CHARGING: GENERAL PRINCIPLES

2.1 Charging: General

Charges will reflect the costs which FPL reasonably expect to incur in carrying out the work to the customer's requirements and FPL will aim to recover these costs. This includes labour, materials, and any other expenses required to complete the work. Each cost element will carry an appropriate level of overhead. Standard charges are not used for connection services.

Where appropriate, we will also pass on to the customer the costs arising from charges payable by Fulcrum Pipelines Limited to third parties such as highway authorities. Such charges include but are not limited to fees in connection with the suspension of parking bays, permit fees and the costs of temporary traffic control

1. Such costs will be stated separately to the connection charge.

Where appropriate we may include an asset allowance based upon the expected gas usage and the certainty of the volume and duration of gas to be transported.

We will charge for the design of new connections where a bespoke design is required to enable quotation. Design charges will be identified within quotations and will be based upon the anticipated cost of design works. The design charge will be payable by the customer where we are requested to install the quoted apparatus.

We may carry out work additional to that which is required to meet the direct requirements of the customer to ensure that it complies with the Gas Act requirement to develop our pipeline system in an economic and efficient manner. Where this occurs the cost of any additional works will not be charged to the customer.

All charges are made subject to the appropriate conditions of contract (which will be made available on request).

All quotations will be bespoke, specifying the assumptions that were used in the determination of the costs. Subject to the conditions of the contract, we may require the person requesting the connection to agree to a variation in price before commencing work on site where it is found that an assumption stated on the quotation is significantly incorrect.

2.2 Quotations

Quotations will include a statement to the effect that the customer, in accepting the quotation will also be accepting that the assumptions are appropriate and understood. If it is later determined that any stated assumption is significantly wrong, we will decide whether the customer's charge should be varied.

In circumstances where the charge is increased, we may cease or delay works pending a customer's agreement to pay the increased charge. Where significant expense has been incurred in preparing a quotation and that quotation is subsequently rejected, Fulcrum Pipelines Limited reserves the right to make a charge to cover that expense.

2.3 Standard Connection Pressure

Gas will normally be made available for offtake to consumers at a pressure that is compatible with a regulated metering pressure of 21mbarg. Information on the design and operating pressures of distribution pipes can be obtained by contacting us.

¹Fulcrum Pipelines Limited is obliged to pass on only those costs which have been efficiently incurred.

2.4 Self-lay Pipes or Systems

In accordance with Section 10(6) of the Gas Act, and subject to the principles set out in this statement and the terms and conditions of the contract between us and the customer in respect of the proposed connection, where a party wishes to lay their own service pipe to premises expected to consume 2,196MWh per annum (75,000 Therms per annum) or less, ownership of the pipe will vest in Fulcrum Pipelines Limited once the connection to our system has been made and appropriate closure documentation received and verified.

Where the connection is for a pipe laid to premises expected to consume more than 2,196MWh per annum or the connection is to a pipe in our system which is not a relevant main, self-laid pipes do not automatically vest in Fulcrum Pipelines Limited. However, subject to the principles set out in the published Standard Licence Condition 4B Statement and the relevant contractual terms and conditions, we may take ownership of pipes to such premises.

Any party considering laying a pipe that will either vest with Fulcrum Pipelines Limited or is intended to come into our ownership should refer to the published Standard Licence Condition 4B Statement and contact our Network Asset manager prior to the planning phase of any project.

As appropriate FPL may pay an “Asset Value” upon adoption of the gas infrastructure that is “fit for purpose”, commissioned and records provided by the Self-Lay Organisation.

2.5 Reasonable Demands for Capacity

Operating under the Gas Act 1986, we have an obligation to develop and maintain an efficient and economical pipeline system and, subject to that, to comply with any reasonable request to connect premises, provided that it is economic to do so. However, in many instances, specific system reinforcement may be required to maintain system pressures for the winter period after connecting a new supply or demand.

Please note that dependent on scale, reinforcement projects may have significant planning, resourcing and construction lead-times and that as much notice as possible should be given.

2.6 Supplemental Connection Charges

Fulcrum Pipelines Limited in pursuance to Standard Condition 4C of the Gas Transporters Licence, may subject to the Authorities approval, apply supplemental charges to Gas Shippers for the transportation of gas to a designated area, where FPL has invested in an “infill” network.

These charges aim to recover the additional costs incurred by FPL in providing the gas infrastructure to supply the designated area. The “infill” connection charges will therefore apply the general principles of providing a connection. The list of designated areas shall be maintained by FPL and is available from FPL upon request at enquiries@fulcrum.co.uk or by writing to The Network Asset Manager at the address given in Section 8.

2.7 Connection of nested CSEPS

Where a phased development occurs and different IGT’s are to own and operate separate gas networks (CSEPS) supplying these developments, then nested CSEPS may occur. Where another IGT is wishing to connect to an FPL network then the following charges will occur:

- Connection charge where FPL is requested to undertake the Final Connection
- The relevant costs for the reinforcement of FPL’s network (CSEP) or upstream DN’s network where these are necessary and are not to be borne by FPL and/or by the upstream network owner, please refer to Section 3
- Administration costs for the relevant changes for example to NEXA’s and Asset Records.

2.8 Contract

All charges will be made subject to the appropriate conditions of contract (which will be made available upon request).

3. CONNECTION CHARGING METHODOLOGY

3.1 Connection Design Philosophy

FPL will construct apparatus for a project on a least cost fit for purpose basis taking into account the customer’s requirements and our relevant Licence obligations. This means that where there are different fit for purpose design solutions which meet a customer’s requirements, we will select the one that is anticipated to have the lowest overall cost of construction.

'Fit for purpose' refers to a design that will safely transport the requisite quantity of gas at an appropriate pressure throughout the life of the apparatus, taking into account the Gas Act requirement for economic pipe-line system development.

3.2 Connection Work Charging

Charges for connection works are calculated using:

- The labour costs which we expect to incur for such work within the relevant Fulcrum Pipelines Limited Network, plus overheads which reflect the cost of the management and delivery of connections services and the general business costs attributable to this activity;
- Any special expenses required to carry out the connection, such as the cost of bought-in services and associated overheads, for example Easement Costs, Traffic Management Charges;
- Materials costs, plus overheads related to the handling of materials;

Charges for connection, except where the connection is made under Standard Condition 4B (1), include excavation, backfill and reinstatement in the public highway where appropriate.

Charges include excavation, backfill and routine reinstatement on private land except where requested otherwise. We will not guarantee full reinstatement of specialist surfaces, e.g., coloured flagstones, mosaic tiles, etc. Customers requiring specialist finishing are advised to arrange for their own contractor to carry out such work. Nor can we guarantee to avoid damaging growing plants.

Pressure Reduction Apparatus is charged for as follows:

- if it forms part of the Supply Meter Installation, then it is not covered by the provisions of this statement
- if it is located along the connecting pipework, it is charged for at cost plus overheads, (we will not install Pressure Reduction apparatus where this is specifically intended to convey gas to a connected system)

Where the works are of Sufficient Complexity a chargeable design study will be carried out prior to a quotation being issued for physical connection works. The cost of completing the study will be charged to the customer before it is completed. This charge will include an appropriate level of overhead. The customer must pay for the design study prior to the study being undertaken. If the project subsequently proceeds with no substantive change to the load or original design, the cost of the design study may be reimbursed.

When a premise already has one or more gas service pipes, and the owner or occupier wishes to increase their consumption of gas, it may be necessary for us to replace or duplicate an existing service pipe. No charge will be made if the additional flow of gas is required from an existing Supply Meter Point and the total consumption remains below 73,200kWh (2,500 therms) per annum. In other circumstances we will charge for works as if the consumer required a new connection. (The Domestic Load Connection Allowance may be applicable in respect of service upsizing. Duplicate service pipes are not permitted for domestic premises.)

All the costs associated with increasing the gas supply pressure from an existing gas supply pipe will be charged to the person concerned. (Note: Consumers using less than 732,000 kWh (25,000 therms)) per annum are not permitted to receive their gas at a pressure higher than 21mbarg nominal because of the provisions of The Gas (Calculation of Thermal Energy) Regulations.

3.3 Charging for the Final Connection of apparatus Laid by a third party (<7 barg connections)

In general, we will follow the same principles that we apply to other connection works in respect of charging for Final Connections. Where requested to carry out a Final Connection the requesting party must carry out excavation and backfill and obtain any permissions necessary.

3.4 Domestic Load Connection Allowance

In respect of premises that are wholly or mainly used for domestic purposes we are obliged, at no Initial charge, to install the connection to the main and lay the first ten metres of pipe in land that is dedicated to public use, provided that the premises is situated within 23m of a Fulcrum Pipelines Limited Relevant Main and operating at a pressure equal to or less than 2 barg. Our contribution in respect of these connections is known as the Domestic Load Connection Allowance.

The eligibility for the Domestic Load Connection Allowance is as follows:

- the new connection is for an individual premise situated within 23m of one of FPL's relevant mains with no engineering difficulties or significant obstacles (such as but not limited to , railway, waterway, third party easement) that would result in more than 23m of pipe being laid to the premises boundary;
- the premises will be used mainly or wholly for domestic purposes
- there is no existing gas supply to the premises
- the individual premises does not form part of a multiple development or if they do then the person owning or occupying each premise is identified, except where this is a housing developer, landlord or an agent thereof.

The Domestic Load Connection Allowance will be calculated on an individual basis using the same methodology as the connection charges, i.e. those costs that we reasonably expect to incur.

3.5 Load Evaluation Service

We will not carry out any load evaluation services except under the circumstances detailed below, in which case such load evaluation will be a basic evaluation only, as follows:

- to determine whether a potential customer will require a Supply Point NEXA, or
- where it is necessary to determine which connection charge category a potential consumer is in, or
- where we are obliged to make a connection and the person requesting the connection has submitted a request outside of the Quotation Compensation Scheme.

3.6 Connection Design Charges

Any charges made for connection design works will be calculated on the basis of the cost that we expect to incur in carrying out such a design and is dependent upon the information provided by the customer, other publicly available information and information relating to our pipeline system.

3.7 Reinforcement

Reinforcement required to enable the connection of new consumers, or to permit a change in flow rate in respect of an existing consumer, or to allow the connection of a nested CSEP is known as Specific Reinforcement.

It is expected that the costs of the Specific Reinforcement will be borne by the customer requesting the connection or change.

Reinforcement charges may be incurred from an upstream network, where appropriate, these charges will be borne by the customer.

3.8 Adoption of below 7 barg Apparatus

Subject to the exception detailed in the paragraph below we will adopt fit for purpose below 7 barg connections apparatus that is connected to our system and that is not intended to be operated by another system operator (e.g. another Gas Transporter).

We will not adopt apparatus (except Final Connection apparatus) where this forms part of a system of pipes that includes any apparatus, which will become a connected system that will not also be adopted by us, for avoidance of doubt this will include nested CSEPS (networks owned and operated by another GT) and networks downstream of the gas meter installation.

We will adopt below 7 barg connections apparatus installed by Independent Connection Providers (ICP / UIP) that are registered with the Gas Industry Registration Scheme. A charge may be made for this if deemed appropriate.

We will levy a charge in respect of the adoption of below 7 barg connections apparatus that is installed by persons who are not registered with the Gas Industry Registration Scheme.

Where appropriate and requested to do so by the ICP then FPL will provide a quotation for the asset allowance that FPL will pay upon adoption of the gas infrastructure installed by the ICP.

This payment will however be subject to the conditions of the UIP Agreement and specifically the quotation contract, where it will only be paid subject to a fit for purpose network being constructed, relevant records provided and the assumed Annual Quantity of gas being contracted with a Shipper who has signed the FPL Network Code. It is expected that FPL will only make these payments to the ICP installing the gas infrastructure.

Where a person is not registered with the Gas Industry Registration Scheme, they should contact FPL to explain their intentions and to discuss the adoption procedure before carrying out any works in respect of the design or construction of below 7 barg apparatus that they wish FPL to adopt.

3.9 Lane Rental Charges

We will pass on to customers the appropriate cost incurred pursuant to prevailing traffic management legislation in force at the relevant date. This is with the exception of where, as a result of legislative or Licence requirements, we have to provide connection services at no initial charge.

3.10 Network Approach Mains

We do not offer a service to extend our system to a Connected System Exit Point. Neither do we offer a service to complete part of a system of pipes that is being constructed, or that is proposed to be constructed, by an Independent Connection Provider.

3.11 Entry and Exit Agreements

We have the right to require a customer to enter into a Supply Point Network Exit Agreement (NEXA) and/or a Network Entry Agreement (NEA) as appropriate.

3.12 Connection – load size thresholds

Loads (or sources of gas) of 2,196,000kWh (75,000 therms) per annum or less shall not be connected, or be permitted to connect, to any apparatus operating at a pressure of greater than 7 barg, or which has been declared not to be a Relevant Main.

3.13 Gas Infill Projects (Infill)

In an infill, the proportion of any shared costs for the investment that FPL are making will be recovered through Supplemental Charges to the relevant Gas Shipper.

An infill and as such the application of the supplemental charges will apply where:

- gas has not been conveyed through pipes to the designated area within the previous 3 years, other than ones supplied with gas in excess of 2,196,000 KWh; and
- it is likely that more than half of the total of the existing and new premises will be more than 23m from a relevant main (Licensee or another gas transporter).

FPL will prepare a statement of the designated areas, a copy of which can be obtained from the Network Asset Manager by submitting the request in writing to the address given in Section 8, stating the reasons for the request and the intended use of the information.

4. CHARGING FOR GAS SERVICE ALTERATIONS AND DISCONNECTIONS

An alteration occurs when a person requests the relocation of a gas service pipe, without there being any significant variation in the load at the premises. A disconnection occurs when a person requests that an existing gas service pipe is cut off.

In general, we will follow the same principles that we apply to connection works in respect of pricing disconnection and alteration services.

4.1 Alterations

Services provided

We will alter the position of any service pipe we own when this is requested by the Registered User or the person who owns or occupies the premises, supplied by that pipe, or a person acting as their agent.

In addition, we will relocate the position of any Supply Meter Installation where this is required as a result of the relocation of a gas service pipe. (This document, which relates to connection services, does not contain any detail of meter relocation services or charges.)

We will charge the cost that we reasonably expect to incur when altering the position of a service pipe. In these respects, charges will be levied in the same way as for connection asset installation.

We will not charge for the relocation of a service pipe where a Qualifying Person requires it.

We will not charge the additional cost where we carry out works, which are in addition to those required to fulfil the requirements of an alteration customer and which are designed to enhance our system.

4.2 Disconnections

We will disconnect service pipes that we own when requested by the Registered User. If a person who owns or occupies the premises, or a person acting as their agent, contacts us to request a disconnection, we will request their permission to contact the Registered User and will then gain permission to disconnect from the Registered User.

This document relates to connection services and therefore excludes details of meter disconnection services or charges.

We will charge the cost that we reasonably expect to incur when disconnecting a service pipe. In these respects, charges will be levied in the same way as for connection asset installation.

Charges will include appropriate overheads. We will not charge the additional cost where we carry out works which are additional to those required to fulfil the requirements of a disconnection customer and which are designed to enhance our system. If works are unable to proceed as a result of the presence of a Supply Meter Installation, or because outlet pipework has not been purged, we will charge an abortive visit charge.

4.3 Competition in disconnection and alteration services

Competition was introduced into the disconnection and alteration of below 7 barg gas service pipes on the 15th of September 2003. Where a <2” steel service pipe is altered by a third party, we may require the remaining existing metallic components of the pipe to be replaced by them. Further details may be obtained by writing to our Network Asset Manager, at the address given in Section 8 of this document.

5. KEY DEFINITIONS

1. **Abortive Visit Charge** - Charges that apply to a customer’s connection offer, in the circumstances described above.
2. An **Alteration** is any change made to an existing service pipe, and associated equipment, to premises.
3. An **Approach Main** is a pipe that will become a Relevant Main (not necessarily a Relevant Main that is part of our system) that is designed to connect a new system of pipes with an existing transportation system.
4. **Connected System Exit Point (CSEP)** The point(s) of connection between two GTs' networks.
5. **Connection Agreement** The contract between FPL and a Customer requesting a Connection to FPL's network.
6. **Customer** A person or organisation requesting Connection works.
7. A **Design Study** is the design work, which must occur before construction works can commence. Very small projects e.g. the connection of a small domestic premises require little in the way of design and no charge is made in respect of design for these projects. We apply standard design charges in respect of larger, but routine, connection projects. Larger and more complex projects are designated as Sufficiently Complex projects. They may require several stages of Design Works, e.g. a project may require a feasibility study before it is possible to proceed to a detailed design study.
8. **Design works** can be defined as the preparatory work required before the Physical Connection activity can commence.

9. A **Disconnection** occurs when a service pipe is disconnected from the main.
10. The **Fulcrum Pipelines Limited Network System** means the relevant gas pipe-line system owned by Fulcrum Pipelines Limited within the Network, as defined in Standard Licence Condition 16.
11. A **Diversion** is a change made to the route of an existing main or the relocation of other gas transportation (not service pipe associated) assets.
12. The **Domestic Load Connection Allowance** will apply to all individual premises, which are mainly used for domestic purposes, and which are situated within 23 metres of a Fulcrum Pipelines Limited relevant main.
13. The **Final Connection** consists of the labour and materials to physically connect the pipe at the point where it interfaces with our Relevant Main but does not include costs of excavation, backfill or reinstatement.
14. **General Reinforcement** of our pipeline system is reinforcement for load growth associated with individual premises expected to consume 73,200kWh per annum or less, and for general load growth where this cannot be associated with specific requests for a new or an increased load or an interruptible to firm load transfer.
- 15 **Gas Industry Registration Scheme (GIRS)** - A scheme developed to allow Utility Infrastructure Providers (UIPs) to carry out installation, commissioning and Connection of gas Mains and services as well as the Alteration and Disconnection of services to be adopted by Gas Transporters.
- 16 **Gas Transporter** Companies licenced by Ofgem to provide and operate the pipelines through which gas is transported to End Users.
- 17 **Infill project** An extension of the gas network in order to provide a Connection to two or more properties built more than six months prior to their Connection to the gas network. An infill project requires the installation of new Mains.
- 18 **Kilowatt Hour (kWh)** Kilowatt-hour is the unit of energy most commonly used for recording energy consumption.
- 19 **Mains** Pipes that typically transport gas to two or more properties, which individual Services connect to.
- 20 **Meter Housing** The purpose-built box or shelter for housing gas Meter Units. In domestic properties these are typically recessed, surface mounted, semi-concealed or universal.
- 21 **Meter Point** The physical offtake point on FPL's network at which a Meter Unit is installed, enabling the consumption of gas by an End User.
22. A **Multiple** is the provision of new services (which may include an element of mains infrastructure) to an area having new or existing premises, being constructed by a single person or venture, or where all of the owners or occupiers of those premises have expressed a desire to be connected to a gas supply, and where either a single contract to lay all pipes will be formed between Fulcrum Pipelines Limited and an agent, acting on behalf of all those who wish to be connected, or where all the potential consumers individually contract to be connected to gas before main laying is commenced. It should be noted that a Multiple has more than two premises; one or two premises will be dealt with as if they were individual connections.
- 23 **Network Code** FPL's network code, as required by its GT Licence the Independent Gas Transporters' Uniform Network Code (IGT UNC).

24 **Network Exit Agreement (NExA)** Where required by FPL, the agreement between FPL and an End User or another GT that permits the offtake of gas from FPL's network.

25 **Ofgem** The Office of Gas Electricity and Markets. The independent authority responsible for the regulation of the onshore gas and electricity markets in Great Britain.

26. **Physical Connection Works** are works to supply and lay gas services and mains, including any associated equipment and works to reinforce our system.

27. A **Qualifying Person** is a person who requires the relocation of their gas meter and / or emergency control valves because of his or her physical condition, who is either:

- of pensionable age and / or
- is a registered disabled person and / or
- is a chronically sick person.

28. **Reinforcement** We must ensure that our pipeline system has sufficient capacity to supply new and existing demands at the applicable pressures. System pressures affected by the connection of a new load (or an interruptible to firm load transfer or an increase in load at an existing connection) may make it necessary for us to **reinforce** our pipeline system, prior to the load being off taken. This reinforcement may take the form of new pipelines being laid or the installation or modification of other equipment to increase the pressure within the pipeline system.

29. A **Relevant Main** is a distribution main operated by a Gas Transporter which is being used for the purpose of giving a supply of gas to any premises 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 by the Gas Act 1995.

30 **Self-Lay Connection** Where approved by FPL, a Connection where the Customer has elected to appoint their own contractor to undertake all or part of the necessary work.

31 **Service Pipe** Pipes connected to a Main, with the purpose of transporting gas to a single End User.

32. **Specific Reinforcement** occurs when we have to undertake system reinforcement, or additional system reinforcement, as a result of one or more of the following:

- an increase the rate of gas consumption at a supply point or
- an increase in the rate of gas consumption of a Connected System or
- the connection of a new supply point where the consumer in question is anticipated to be likely to consume more than 73,200kWh per annum or
- the connection of a Connected System or
- where there has been an interruptible to firm load transfer.

33. **Supply Meter Installation** is the gas meter and associated apparatus used to measure the volume of gas off taken at a Supply Point.

34. An **Independent Connection Provider (ICP) or Utility Infrastructure Provider (UIP)** is an organisation which designs and constructs gas infrastructure for adoption by Gas Transporters (They may also offer to construct other utility related equipment e.g. a water service pipe and / or install gas appliances and / or offer other services.)

7. ADDITIONAL INFORMATION ON AVAILABILITY AND ALLOCATION OF CAPACITY

Capacity booking

The provision of a connection to our system does not confer any rights on a party to offtake or introduce gas. Gas may only be off taken / introduced by a Registered User who is a party to the Uniform Network Code and has been Licensed by the Gas and Electricity Markets Authority to do so.

Allocation of available capacity

We will allocate any available capacity on a first come first served basis. This means that where a main, or other apparatus, has surplus capacity that capacity will be provided to the first Registered User, which books it in accordance with the Uniform Network Code. Capacity will be allocated on the basis of the date when a Registered User confirms their site nomination and has nothing to do with any connection contract.

Construction of capacity

It is sometimes necessary for us to reinforce our system to enable additional gas to be off taken or introduced into our system. This work may take a period of time to complete. We will endeavour to inform customers planning to connect to our system, as soon as is reasonably practical, how long a proposed reinforcement project is likely to take and consequently the likely date when gas may be off taken / introduced.

7. PROVISION OF METER HOUSES / BOXES

We will provide and charge for meter houses / boxes to customers, which have requested a service pipe from us, with the exception of cavity/inset meter boxes, which the customer must procure and install prior to commencement of our engineering works.

When we install a meter house the associated labour cost is chargeable. We will not provide a meter house / box or transport it to site unless we are also going to be installing it.

All charges made in respect of the installation of meter houses / boxes will include applicable overheads. A meter housing (or meter box) becomes the property of the owner of the premises after it has been installed; consequently, maintenance is the responsibility of the premises owner.

We offer a 1-year guarantee in respect of meter boxes that we supply, however this is invalidated if any defect or damage has been caused other than by fair wear and tear. We do not offer a guarantee in respect of meter houses.

Notes:

- I. For the purpose of this Statement a meter box refers to a meter housing, which is designed to contain a gas meter of a volumetric flow capacity of six cubic metres per hour or less. Meter housings refer to all other structures, which are purposely designed to contain gas meters.
- II. Retail outlets stock certain types of meter box.

8. CONTACT INFORMATION

8.1 Requesting Our Domestic Connections Services

To obtain any of the domestic services set out in this document, please contact:

FULCRUM PIPELINES LIMITED
4 Europa Court
Sheffield Business Park
Sheffield S9 1XE
Tel: 03330 146 455
Email: enquiries@fulcrum.co.uk

8.2 Standard Pressures and Adoption of Third Party Connection Assets

For information on the above, please contact:

The Network Asset Manager
FULCRUM PIPELINES LIMITED
4 Europa Court
Sheffield Business Park
Sheffield S9 1XE
Tel: 03330 146 455
Email: enquiries@fulcrum.co.uk

8.3 Further Information on this document

Any comments or enquiries regarding this document should be forwarded to our The Network Asset Manager:

FULCRUM PIPELINES LIMITED
4 Europa Court
Sheffield Business Park
Sheffield S9 1XE
Tel: 03330 146 455
Email: enquiries@fulcrum.co.uk

8.4 Complaints

In the first instance complaints should be raised with us by contacting:

FULCRUM PIPELINES LIMITED
4 Europa Court
Sheffield Business Park
Sheffield S9 1XE

Tel: 03330 146 455
Email: enquiries@fulcrum.co.uk

If the matter is not resolved following referral to us, it should be referred to The Energy Ombudsman. The Energy Ombudsman can be contacted as follows:

Ombudsman Services
PO Box 966
Warrington
WA4 9DF
Telephone: 0330 440 1624
Textphone: 0330 440 1600
E-mail: osenquiries@os-energy.org
Website: www.ombudsman-services.org/energy

If it ultimately proves necessary to refer the matter to Ofgem for a determination, correspondence should be addressed to:

Ofgem
10 South Colonnade
Canary Wharf
London
E14 4PU
Tel: (0207) 901 7000
Fax: (0207) 901 7066
Website: <https://www.ofgem.gov.uk/>