

Siteworks, new connections and Metering Service Process



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Talking Points

New connection tenders

GT1 tests and its purpose

Metering timescales

Responsibilities for metering

Found meters and meterless/shiperless sites

Independent Gas Transporters

Major siteworks

Responsibilities during a gas emergency

Opal nomination process and what can affect this.

New Connections Tenders

What would Opal require for a new connection tender?

- ▶ MPRN (if known)
- ▶ Peak hourly load
- ▶ AQ
- ▶ Size of meter
- ▶ Location of meter
- ▶ Site contact details
- ▶ Service installation documentation (if recently installed or in the process of being installed) if done by a third party UIP (still need network approval)

All this will be prompted by the application form.

If you are unsure on how to obtain the above information- please visit <https://www.gassaferegister.co.uk/find-an-engineer/> and a local Gas Safety Registered Engineer will be happy to assist.

GT1 Test

A GT1 test is **FREE OF CHARGE** survey carried out by the network who measure the loading information and pressure of a specific service pipe.

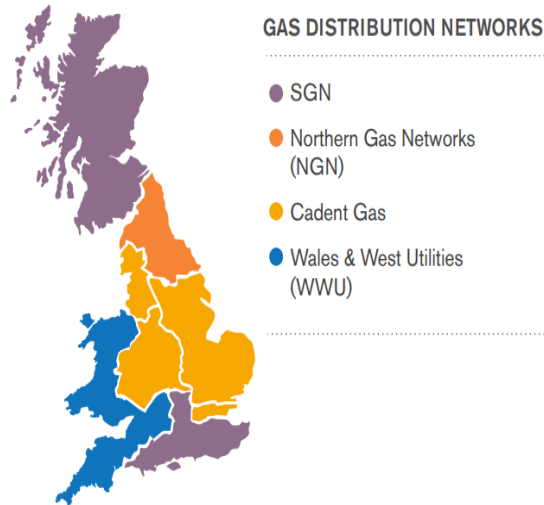
A GT1 is required if the meter size is larger than a U6, externally located or for upgrade purposes.

The reason being is that the meter asset manager requires network confirmation that the service pipework is sufficient enough to supply the customers demand.

Every service is capable of a U6 demand, however not all are capable of anything larger- Therefore the test is so important.

If the meter is externally based- there is a chance of the pressure being 'medium or intermediate', this requires a further test to be done to measure the tier and other site related tests (GT2 test).

GT1 Process



- ✓ Requirements
 - ▶ Site contacts
 - ▶ Kwh demand
 - ▶ Live/dead check reference if deemed live
 - ▶ Address needs to match royal mail

- 🕒 Timescales
 - ▶ 30 working days (depending on the network)

- ✗ Reasons for rejection
 - ▶ Site not ready
 - ▶ No access gained
 - ▶ Service dead
 - ▶ Address does not match

- ▶▶ To negate the need for a GT1, please ask the customer for the following!
 - ▶ Service install paperwork (within the last 90 day period)
 - ▶ Completion certificate!



Metering Timescales

Once payment has been received we aim to do the metering as soon as possible. Below are the typical SLAs

Meter installations

- ▶ U6 to U16- 7 days
- ▶ U25- 10 Days
- ▶ U40- 15 days
- ▶ U65-20 days
- ▶ U100- 20 days

Meter removals

- ▶ All meter sizes (except rotary) will take 10 working days to be removed
- ▶ Rotary removals are bespoke
- ▶ Meter upgrades may need to have a GT1 test done prior the works commencing- This can take up to 30 working days for the results to be returned to us

Gas service works (install, disconnection, alteration and upgrade)

- ▶ Quote will be up to 20 working days after assessment at site
- ▶ Estimated time of completion- 8-12 weeks

Responsibilities For Metering

It is vitally important that all parties are aware of the responsibilities of the other when approaching a metering date.

The customer/broker

- ▶ Site needs to be ready (i.e. no trenches, buildings works, uneven terrain surrounding the meter location).
- ▶ Access needs to be granted.
- ▶ RAMS (Risk assessment measurements) need to be requested prior to avoid any delays if required. Site specific RAMS can be chargeable.
- ▶ Site contact needs to answer the call. Some engineers will call out of courtesy prior to arrival. This will be to update on location, potential delay or called out on an emergency therefore can't make it.
- ▶ If external, a suitable kiosk (meter housing) needs be in place first prior to an engineer coming to site. This will be aborted if suitable housing is not implemented prior to attending.
- ▶ Make sure a local plumber/gas safety engineer is on site to reconnect the appliances and the outlet pipework.
- ▶ Additional charges may apply if you decide to cancel or require us to re-plan works within 48 working hours of the plan date.
- ▶ • The customer is responsible for ensuring that the ECV has a composite label indicating the correct MPRN. If we have attended site and this is not in place an abort fee will apply.
- ▶ You are to ensure that the meter position is naturally ventilated to the outside atmosphere to comply with industry standards.

Responsibilities For Metering

Supplier

- ▶ Provide updates where necessary from the contractor (change of date, illness of engineer, emergency call out)
- ▶ Have the correct meter requested as per customer requirements
- ▶ Have the correct on-site contact details for the engineer
- ▶ Provide any restrictions to access or updates from customer to engineer
- ▶ Declare responsibilities to the customer and TPI prior to works commencing
- ▶ Issue any charges to the broker/customer if liable responsibility has been determined to be theirs and not Opal Gas Ltd.

‘Found’ meters and ‘meterless/shipperless’ sites

‘Found’ meters and those that are meter less/shipperless need to be bespoke priced by our team.

What is the difference?

A found meter is one which has been located at the property and no supplier is associated with it. Typically these meters have no mprn as well.

What we require to price:

- ▶ Need photo of the meter (confirm the MAM details)
- ▶ Confirmation that site is using gas (or live/dead check required)
- ▶ Site contact details

Meterless/shipperless sites are those that have a registered supply (MPRN associated on Xoserve) but no meter is on-site (meterless) or no supplier associated with it (shipperless). This is normally due to a third party installing the meter and they need a supplier to take the site on.

What we require to price (shipperless):

- ▶ If a third party, we need confirmation of who has installed it and what size
- ▶ Date of installation
- ▶ Site contacts
- ▶ Photo of the meter (if installed already)

“Independent Gas Transporters (IGTs) develop, operate and maintain local gas transportation networks”

IGT networks are directly connected to the Gas Distribution Network (GDN) via a Connected System Entry Point or indirectly to the GDN via another IGT”

Independent Gas Transporters

These have their own specific network pipes and as a result need treating slightly differently.

Typical IGTs

- ▶ GTC
- ▶ Fulcrum
- ▶ Indigo pipelines
- ▶ ES Pipelines
- ▶ Murphy Gas Networks
- ▶ Leep Gas Networks

Once a tender comes through, we can determine whether this is an IGT (if the MPRN starts with 7 and is 10 digits long).

The way we price and nominate these sites is the same compared with a general acquisitions, HOWEVER..

Siteworks tenders are different and as a supplier we need to do the following...

- ▶ Request the transportation charges for the quote
- ▶ Confirm that OPAL are going to become the supplier
- ▶ Request the PSA file so we can send PSB file in return to CNG. (This will enable the MPRN to be visible on Xoserve.
- ▶ Once we have done all the above, we are free to quote and provide the contracts!



Site works encompasses a variety of works that are carried out by a supplier. More specifically our services are listed below:

- ▶ Service installs
- ▶ Service disconnections
- ▶ Service alterations
- ▶ Service upgrades

Service Status

There are 3 different status levels associated with a service. What do they mean and what impact can this have?

- ▶ Live- this means there is a live supply of gas. Good to go!
- ▶ Dead/extinct- this means the service is dead and has been dormant for some time. The local network has an obligation to check the supply after 9 months, if there is no activity then they will terminate the supply
- ▶ Capped- this means there is potential for a live supply but this has been capped. Therefore, as a supplier we require the customer to contact the local network and have a 'live/dead' check carried out. If live the supply can be re-activated. If dead/extinct a new service needs to be installed
- ▶ De-energised and energised has no relation to gas. This is electric.

Service Installations

From a broker perspective, it is important you provide the correct information so that Opal can load the job correctly and source quotes accurately.

What is required?

- ▶ If this is a new tender we would require the infrastructure and gas supply application form completed so we can load the job
- ▶ A marked map of where the new service will be installed as well as the meter location. If this is not available, we can try to source a network map

Timescales

- ▶ 20 working days to retrieve service install quotes
- ▶ Once paid and accepted - 8-12 weeks (timescales vary depending on complexity and location at site)

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Service Disconnections

What is required?

▶ These are typically requested by brokers whose customers are still in contract with Opal. This could be due to factors such as the site being demolished or no gas usage

No form is required for this; however we will need the following:

- ▶ As per service installations, it is important we have a marked map of the current premises and where the current service is located
- ▶ We require site contacts
- ▶ Photos of the meter as we need to determine who the meter asset manager is. Once disconnected, the meter will need to be collected by the MAM

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Service Alterations



The main and only significant reason for a service to be altered is due to the meter being relocated.



However the reasons behind the meter being relocated can differ from site to site, some reasons could be....

Part of the building is being demolished
Boiler is being relocated
The supply point location is moved internal to external or vice versa



It is important to acknowledge the following...

A GT1 test must be carried out
These are PHASE 1 works, which means the customer will be off gas whilst this is being carried out
Timescales will be consistent with other service works

Service Upgrades



The reason for a service upgrade is to increase the loading capacity so more gas per hour can flow through.



Service upgrades tend to be requested after GT1 results are carried out. This is due to the customer's requested peak hourly load being too much for the current service.



The customer needs to provide:

- 1) a marked map of the current service and meter location so we can source quotes.
- 2) On site contact details.



If the map is accurate, it will take 20 working days to source quotes. Once the quote has been accepted and paid then it will take 6-10 weeks to carry out the upgrade. Factors such as traffic control and permits may expand the timescales slightly.

Responsibilities following a gas emergency

Due to the nature of the industry. There are a number factors which could cause a gas emergency and its important to understand what these are, how they could be prevented, but also understand your role in this and what needs to be done by others so you can advise accordingly.

Typical factors which could cause a gas leak/emergency

- ▶ Freezing temperatures (Volatile weather)
- ▶ Location of meter where it can be knocked.
- ▶ Demand of the appliances are a lot more than the meter (affect pressure)

The customer/broker

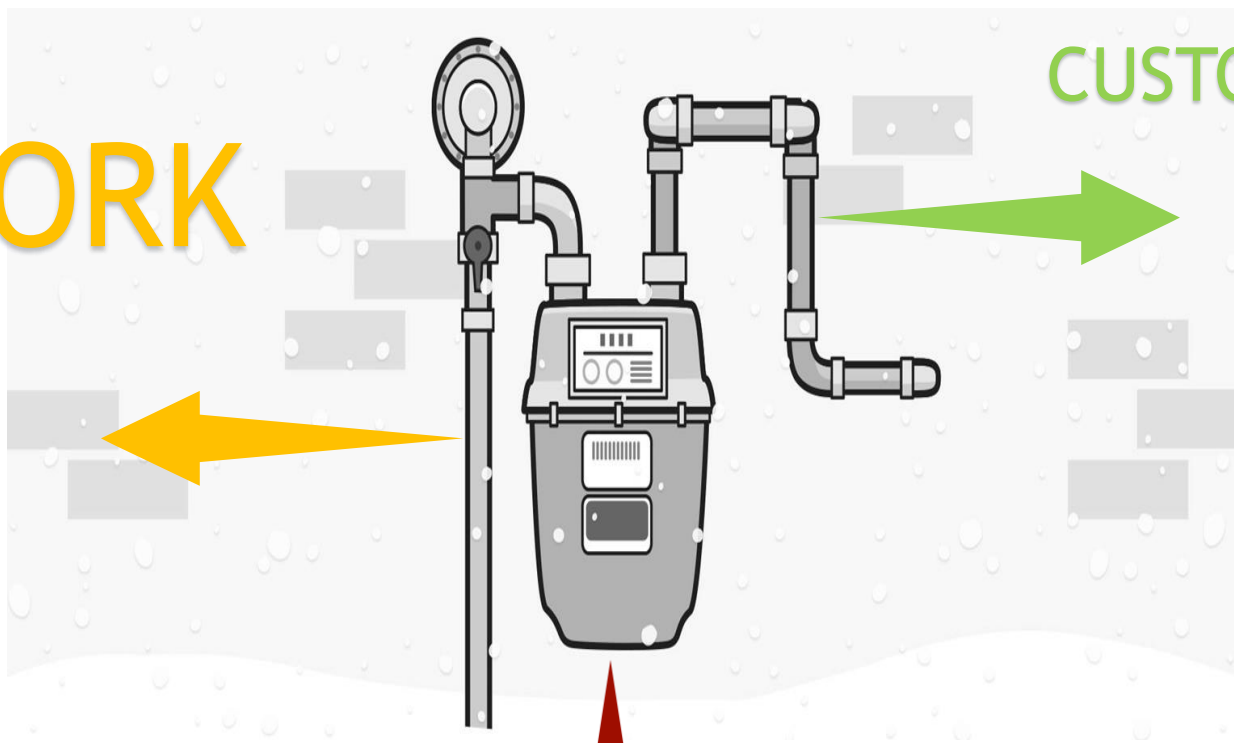
- ▶ MUST ring national grid **0800 111 999** if they detect or sense a leak/issue with the meter.
- ▶ They have an obligation to be at the property within the hour and turn off the supply.
- ▶ Engineer will provide emergency reference number and advise they call their supplier.

Supplier

- ▶ Once the supplier has established the customer has called the emergency line and has the emergency reference number at hand- we can make the necessary calls to ensure they are back up and running.
- ▶ We require the best site contact name and number and will need to find out who the meter asset manager is and contact them regarding the situation. They then will present a job number for us and will be at site in the next 4 hours.

NETWORK

if the customer points out that the issue is located before the meter at the inlet pipework- this is a NETWORK issue and they need to be contacted as soon as possible.



CUSTOMER

If the issue is located AFTER the meter (appliances or outlet pipework- this is a customers responsibility and they should contact a local GSE.

If the issue is located on the meter- this is the suppliers responsibility!

SUPPLIER

Technical Queries

Technical queries are those which do not alter the flow of gas however the fault is seen to be 'unusual'. Some of these faults could be...

- PUG (Passing Unregistered Gas)
- Screen blank

These 'Gas Faulty Meter' jobs can sometimes be heightened as an emergency because it is unfamiliar to the customer or broker. The main thing we need to establish is...

- Can you smell gas
- Is gas still been fed to the appliances

If everything appears to be fine, we can raise a Technical query or 'Gas Faulty Meter Job', which is done on a Portal or raise over the phone depending on who is the MAM for this meter in question. These will take up to 20 working days to be rectified as they are still using gas and not deemed as an actual emergency

Opal nomination Process

New connections

- ▶ When the supply is locked-in we will nominate the contract under opal ownership and request metering dates
- ▶ Once we have confirmation of when the meter is installed, we will liaise with our chosen Meter Asset Manager (MAM) with regards to metering details been sent to our nomination provider.
- ▶ Once confirmation of successful metering onjob we can apply to our billing system ready for the live date

MPRN creations with install

- ▶ Once the supply is locked in we will send the MPRN creation request to Xoserve (this typically takes 20 working days)
- ▶ Once MPRN is created, metering dates can now be sourced
- ▶ Once installed, we will check with the MAM for install information
- ▶ We will update Xoserve and account accordingly

What can affect our nomination process?

The nomination process can be affected if...

- ▶ Service has not been finalized yet
- ▶ GT1 has failed more than one time
- ▶ If a third party is installing the meter, and we have not been provided with the MAM details or site contacts
- ▶ The site has not been registered with Royal Mail
- ▶ We have not been provided emergency contacts for sites over 732,00kwh AQ
- ▶ Xoserve holds a different address to what has been contracted under

Any further
questions?