



Developers Guide

Working Standards, Groundworks, Installation and Metering

Our Guidelines

We have put these guidelines together to give our customers clear information about Working Standards, Groundworks, Multi Utility installation and Metering.

Please read these guidelines to make sure you understand what is required before any Utility works commence.

We are striving to offer our customers Platinum Customer Service and any feedback from you on how we can improve the service, communication and information we currently offer, would be appreciated and acted upon.



Telephone: 0800 111 999





Telephone: 0333 800 2016





Developers Responsibilities At a Glance



- Notify EAU of any contaminated land, site located in flood plain or subsidence concerns
- Let EAU know of any variation that might have an impact on the design due to layout changes such as moving, adding, or deleting properties or any changes to the types of properties being constructed
- Provide safe, secure areas for storage of materials
- Ensure other utility plant is installed correctly as per NJUG requirements to avoid
- The pipe route should avoid drains, manhole covers and other obstructions
- The route must not be excavated inside premises or underneath any building, including garages, sheds, porches and conservatories etc
- EAU will install the main in a pre-excavated trench that must be available prior to attendance on site if you are down to dig. Any unplanned additional visits required to install the main will be subject to additional charges where part day working is required
- Outer limits of footpaths must be defined and finished levels indicated
- Remove scaffolding that will affect the works that have been booked in

- For gas mains the trench must be excavated to a depth of 750mm + the diameter of the pipe in carriage way/verge and 600mm + the diameter of the pipe in
- The service trench must be excavated to a depth of 600mm + pipe diameter (for the last 2 metres) at the property end and must be between 200–300mm wide to fit 32mm black bends
- Appoint shipper/supplier
- All wall piercings must be sealed to the relevant standard or any cavity in the wall and space around the outlet spigot /sleeve pipe to be sealed with fire resistant compound to prevent gas escaping into the
- The backfill and reinstatement requirements include restoration of the trench and any associated surfaces. During the backfill process "Gas Pipe Below" warning tape must be installed a minimum of 150mm above the crown of the gas mains and service pipe
- Shear bolts from the meter bracket must be kept in place and must not be removed by a third party or damaged due to soldering
- The developer must ensure that Ground Workers receive a copy of this guide and are properly

Essential Requirements



Trenches must be backfilled with fine fill. Mechanical compaction equipment must not be used within 200mm of the crown of the gas service pipe. Layers of backfill material must be hand rammed until the depth of cover is achieved.



Trenches must have a soft trench bed, must be free from bricks, rubble sharp stones, etc. For gas mains the trench must be excavated to a depth of 750mm + the diameter of the pipe in carriage way/verge and 600mm + the diameter of the pipe in footpath. Exposed gas pipes should not be commissioned. All mains need to be sanded prior to pressure testing and this should be done as soon as we request it so that it does not cause delays.

Marker tape indicating 'Gas Main Below' must be installed a minimum of 150mm above the crown of the gas pipe.



In accordance with the Pipeline Safety Regulations, the services should be perpendicular to the property and then take shortest route possible to the gas main. Services should be laid at a depth of 450mm, dropping to a depth of 600mm (for the last 2 metres at the service termination.



Permeable Surfaces

Gas Meters and Boxes



Some developments incorporate permeable surfaces to allow the infiltration of surface water through the surface. If your development contains areas of land where permeable surfaces are being constructed. EAU should be notified as soon as possible.

It is recommended that new gas infrastructure should not be installed within these areas as the water retaining surface/membrane could become compromised if the highway has to be excavated in the future to access the main for repair and/or maintenance.

Early identification and notification is extremely important as it allows both the developer and EAU at an early stage of the process of design to determine the most optimum solution of overcoming the difficulties associated with supplying properties that front highways with permeable surfaces.

This can sometimes involve specifying designated service strips/easements and/or additional technical considerations for the safe installation of gas apparatus.





Gas Meter Box Installations

- It is a legal requirement that only competent people shall carry out any work in relation to gas fittings. Employers have a responsibility to ensure that all employees undertaking work on any gas fitting are competent
- Gas sleeves and boxes must be a minimum of 150mm away from any air bricks
- When delivered to site the meter box becomes the responsibility of the Developer. On delivery they should be inspected for transit damage a damaged box must not be used. Any defective boxes should be reported immediately to EAU, who will arrange for a replacement
- · During the brick washing process around meter boxes, please ensure meter boxes are covered as the acid can damage meter anacondas. This could delay your works and you will be charged for repairs if it occurs.
- Meter boxes that are replaced due to on site damage and any associated works required to replace the box will be charged to the Developer
- Each meter box will be supplied with a key that must be passed onto the householder. There are typically three types of meter boxes available for use with new properties, they are: - i) Uni-box ii) Built-in iii) Surface mounted
- On some sites there may be a requirement for gas infrastructures termed as 'Medium Pressure Installations', this will be clearly marked on the construction drawing. These types of installations operate at a higher-pressure tier than the more common Low Pressure infrastructures. Only the Uni-Box can be fitted on these sites. In a situation where the development is a refurbishment project, surface-mounted boxes can be used





The completed installation pipework should be suitably protected and must be soundness tested in accordance with BS6891

- The emergency control valve will be sited no higher than 1.8 metres from floor level
- On installation of the meter a sealing disc will be placed in the outlet union of the meter, the meter installation soundness tested, purged and the installation left ready for the final outlet connection. Installation purging and commissioning is to be carried out by the Developer's Gas Safe Registered Installer
- When carrying out the final connection the meter MUST be removed before any soldering takes place. The end of the outlet pipe should then be cut back to suit the final connection. Care must also be taken when using a blowtorch near the meter box

Universal Meter Box

All meters, where possible should be installed in meter boxes and be easily accessible to allow them to be maintained and the supply isolated when necessary.

It is the developer's responsibility to identify and show the required meter positions on the site plans all in accordance with current meter location guidelines. Meter boxes to be fitted by the Developer, unless agreed with the Service Provider. All meter boxes should be installed in accordance to the manufacturer's instructions.

The Uni-box has been designed as a relatively unobtrusive installation partly buried at the foot of the house wall but protruding above ground level at the wall. The depth of the box from the wall is 290mm. It houses the meter and the emergency control valve; access is via the hinged lockable lid.

- The Uni-box if so, required can be fitted as a wall mounted surface box at a similar height to a Built-in box
- The Uni-box must be located at the front of the and not on gable ends or at the rear of the dwelling
- The Uni-box must be positioned at least 150mm away from airbricks
- Electricity service cables must not be installed directly behind the meter box
- Please ensure that the finished position of the box is not a trip hazard/obstruction or exposed to damage from vehicles
- Reference should be made to the IMPORTANT NOTE (below) with regards to meter positions that would constitute a trip hazard/obstruction in the opinion of EAU

 This type of meter box may be partially buried up to an absolute maximum of the base of the box being 75mm below ground from the finished ground level. (Evidence of the height/position of the box will be required after private/final reinstatement has been completed). Any subsequent remedial works that may be required to re-locate the meter box and associated infrastructure would be solely the responsibility of the developer. Remedial works carried out by our service provider will be chargeable

IMPORTANT NOTE

Where Uni-boxes are to be partly buried at the foot of the house wall they should only be located in areas that will be designated as flower beds, an area of lawn or a border adjacent to a footpath of sufficient depth to ensure that the meter box does not impinge on the footpath. If you choose not to comply with this instruction, then any alternative Developer meter locations that are considered to cause a trip hazard/ obstruction in the opinion of EAU, particularly when located on a footpath, will be treated as unauthorised and the Developer will have to take full responsibility for any resulting trips, falls, incidents or injuries that may occur and in addition to any subsequent required remedial works that may be required to re-locate the meter box and associated infrastructure.

Before uni-boxes are installed careful consideration should be given by the Developer to determine if the selected fixing position constitutes a trip hazard/obstruction. The Developer will be asked to confirm if they still intend to locate uni-boxes in footpaths when accepting their quotation and, where this is the case, the Developer will be asked to confirm in writing that they accept full liability for any future claims for trips or obstructions that the location of the box may have caused and subsequently any required remedial works that may be required to relocate the meter box to an alternative location.

In areas where the Developer predicts a trip hazard/obstruction, or is in any doubt of its safety, a Built-in meter box should be considered instead. In the majority of installations an earth bonding clamp should be evident as close as possible to the consumer's side of the gas meter.

The clamp should also be connected to an earth bonding conductor which is subsequently connected to the consumer's main earth terminal provided by the DNO. If the Universal box is to be partially submerged the base of the box should be no more than 75mm below the finished ground level - an indication of this in a conventional build house, (i.e. DPC 150mm above ground level,) 3 bricks below DPC/2 bricks below the air brick row







Fixing Instructions

- 1. Using the box as a template, mark the four fixing holes
- 2. Drill the fixing holes and secure the box to the wall using the plugs and screws provided
- 3. Fit the lid by passing the pins through the lid into the box and tap into position
- 4. The installation pipework should leave the box via the side or bottom knockouts
- 5. The installation pipe should enter the premises as close as practical to the outlet of the meter box, keeping the external pipework to a minimum. If at all possible, avoid running any pipework behind the box. The pipework entering the premises must pass through the wall using a full-length sleeve. The annular space must be sealed between the pipe and the sleeve with non-setting (mastic type) compound
- 6. The security of the installation is the responsibility of the owner/tenant therefore please makes sure that the compartment door is secure, kept in the closed position and locked.

Built-in/Recessed meter box

All meters where possible should be installed in meter boxes and be easily accessible to allow them to be maintained and the supply isolated when necessary. The Built-in / Recessed box is similar in appearance to those provided by other utilities.

- It is the developer's responsibility to identify and show the required meter positions on the site plans all in accordance with current meter location guidelines. Meter boxes are to be fitted by the Developer, unless otherwise agreed with the Service Provider. All meter boxes should be installed in accordance to the manufacturer's instructions
- The recessed gas meter box houses all domestic U6 and G4 meters and is designed to mirror the standard recessed electricity box. These boxes have been designed for insertion into the external leaf of a cavity wall and are suitable for conventionally built, or timber frame dwellings
- Please ensure that where the outlet spigot/sleeve at the back of the box is used to connect the installation/outlet pipework that the annulus between the pipework and the outlet spigot/sleeve is sealed with a flexible fire resistant compound to prevent gas ingress as shown in the above photograph.
 THIS MUST BE DONE BEFORE EAU CAN CONNECT THE SERVICE AND METER.



Fixing Instructions

- 1. The Developer prior to the service pipe being commissioned/connected installs the boxes. THIS MUST BE DONE BEFORE WE ATTEND SITE. The base of the box should be located between 500mm and 1000mm above the finished ground level and above the D.P.C
- 2. The meter box must be inspected for signs of damage when delivery is made to site. Our personnel will not be permitted to install a gas service pipe into a meter box that is damaged or insecure
- 3. The meter box to be positioned at the front of the plot or no more than 2 metres from the gable end down the side of the plot
- 4. For a secure installation, the box should be built into the outer leaf as the building progresses. Nails or spikes must not, under any circumstances, be used to secure the box
- 5. When the required height of brickwork is reached the box should be mounted onto a good mortar base. It is recommended that a polythene sheet be fitted as a damp-proof course above and behind the box





- 6. Whilst building the box into the wall, it is important that the sides are well bedded into the wall and that the outer edging architraves are in close contact to the wall
- 7. The inner leaf should be built around the add on extension spigot, ensuring that the space between the sleeve and the wall is fully filled with mortar
- 8. The outlet pipework can leave the box via the add-on sleeve at the back or via the lower right hand front outlet. The spigot supplied will pass completely through walls up to 278mm thick and can easily be trimmed to length during installation of the internal pipe work. The sleeve must fully bridge the cavity
- Under no circumstances must any other holes be made in the box for gas pipework or electrical cross-bonding cables. The box must be situated where it will not cause an obstruction or be exposed to damage from vehicles etc.
- 10. Please ensure that where the outlet pipework enters the property through the spigot/sleeve at the back of the box that the annulus between the pipework and the outlet spigot/sleeve is sealed with a flexible fire-resistant compound to prevent gas ingress

Please note: Box dimensions may vary slightly from the manufacturer's information - please cross check installation dimensions with those supplied with each meter box. In certain extreme circumstances, it may be necessary to install the boxes into ready made openings. To facilitate a secure gas tight fixing, utilising a 'Spit Hit', Lightweight, Hammer Set Anchor or similar. The following procedures should be adhered to:- The cut out dimensions are 532mm high x 366mm wide approximately, with a minimum depth between the outer face of the inner leaf and the outside face of the outer leaf wall faces of 160mm. After locating the box into the preformed opening, ensure the architrave is flush with the outer brick. If the box is to be fitted in this way, it must be fixed in place with a non corrosive adhesive.

Note: It must be emphasised that this is not the preferred method of installing recess type meter boxes and should only be undertaken when boxes are unavailable at the time of construction. An external spigot on the rear of the box allows the outlet pipework to pass from the box into the building. The annular space between this pipework and the spigot must be sealed with a non-setting (mastic type) compound. This is required to prevent any potential future leakage of gas entering the building. Where not already fitted, the spigot can be attached to the box using the three screws provided. Note: Failure to do this may result in a breach of the Gas Safety (Installation and Use) Regulations 1998/ gas meter box installations.

Surface Mounted Meter Boxes

Non-Traditional Build (Modular Construction/Cladding Dwellings)



All meters where possible should be installed in meter boxes and be easily accessible to allow them to be maintained and the supply isolated when necessary. It is the developer's responsibility to identify and show the required meter positions on the site plans all in accordance with current meter location guidelines. Meter boxes to be fitted by the Developer unless otherwise agreed with the Service Provider. All meter boxes should be installed in accordance to the manufacturer's instructions.

- This type of box is generally fitted to existing houses undergoing conversion, older homes or where the Developer has specifically requested that they are to be utilized
- The surface mounted meter box must be sited on the outer wall and the base should be 500mm from the finished ground level and no more than 1500mm high
- The Box must be located at the front of the plot
- The box must not bridge the damp proof course (D.P.C.), unless wall spacers have been installed
- The box should be positioned so that it is not exposed to potential damage by vehicles or is a hazard to pedestrians. The box must not obstruct pedestrian access or onto a driveway

- The box must be positioned at least 150mm away from airbricks
- Electricity service cables or electric ducting must not be installed directly behind the meter box

The lid of the box should be removed for fixing. The box should be positioned against the wall, levelled and the four fixing holes marked and drilled. The box can then be fixed to the wall using suitable screws and wall plugs. The lid should then be re-fixed and secured with bolts provided

- The box should be fitted prior to EAU arriving on site to connect the gas service to the box
- Please ensure that the finished position of the box is not an obstruction or exposed to damage from vehicles.

- Non traditional methods of construction, such as modular construction methods are becoming very popular in the UK construction industry. Specific safety measures need to be carefully considered before gas services are designed and installed in non-traditional buildings. The Gas Installations in timber framed and light steel framed buildings procedures [IGEM/UP/7] states that meter boxes shall not be inset into a structural timber panel
- Where a cladding of thickness less than 100mm of masonry is used, EAU will not accept the installation of any type of meter box installed within or directly on to the structure of the building. Note: If the cladding is installed/affixed directly onto a traditional brick/ block internal skin wall, the use of a surface mounted meter box (see Traditional Build – page 7) may be acceptable, please consult with EAU before any works commence on site
- Alternative methods of supplying the dwelling can be offered by remotely installing the meter box away from the structure.
- Important: EAU advise to discuss the options available to you before any construction work begins where non-traditional methods of construction are being used on your development



te[substructure] b Fixing the box to specially designed free standing uni-posts



Fixing the box below sole plate (substructure) of the building using the specially designed uni posts



Fixing the box to a nearby/designated dwarf wall or similar structure capable of receiving the meter box

Meter Locations & Compliant Services

In accordance with the **Pipeline Safety Regulations**, the service should wherever practicable, be the shortest possible route and wherever reasonably practicable, perpendicular to the nearest elevation of the building to the main; where meters are located on an adjacent elevation, it shall be no more than 2 metres from the nearest elevation to the main.

Please see diagrams of compliant services and non-compliant services for further guidance.

Note 1: Plots 8 & 11 meter positions are the satisfy Developer house type templates and within the spirit of Note 1. As laid must accurately reflect what is installed. Convoluted routing is not acceptable.

Note 2: For plots 49 & 50, the service routing can also be directly to the main, similar to plots 32 & 33.



Non-Compliant Services

Note 1: Spaghetti services, diverse routing and services through third party land is not acceptable

Note 2: Mains passing through rear gardens should not be considered an option. Note 3: Plots 4 & 51:







Internal (domestic) Gas Meter Installation(s)

- All meters should be located in well-ventilated areas and be easily accessible to allow them to be maintained and isolated when necessary. Electricity service cables must not be installed directly behind a gas meter box. Any meter box, cupboard or compartment must be sealed to avoid any potential escape of gas entering other parts of the building. It is the developer's responsibility to identify and show the required meter positions on the site plans.
- For single domestic properties gas meters should ideally be located in an approved built-in or surface mounted meter box, on the wall closest to the gas main. Meters can be installed in garages or inside the building the service entry will be above the damp proof course using an above ground entry tee and will continue in steel pipe terminating at the meter control valve.
- Where a gas meter is to be located inside the building then it must be installed in a well-ventilated cupboard, as close as practicable to an external, above ground service entry point. The meter location shall be determined at the design stage and agreed with the developer. No deviation from the design is permitted.
- Internal gas meter installation(s) can only be considered if the building is naturally ventilated in accordance with current building regulations. Gas meters must NOT be sited on or under a stairway, or in any other part of the premises, where the stairway or that other part of the premises forms the sole means of escape in event of fire.
- The maximum height of the consumer Control Valve cannot be greater than 1.8m from ground level. The meter shall be located as near as practical to the point of entry where the service pipe enters the building. Service pipes cannot be routed through bedrooms or bathrooms. Meters fitted in a cupboard must be ventilated to 2% of its floor area, divided equally between high and low level. Cupboards can be ventilated to inside as long as the property is not sealed.

- If it is necessary to install a new meter on an escape route (which isn't under a stairway or landing) then the following requirement needs to be met:
- The pipe immediately upstream of the meter, or regulator if fitted, should be provided with a thermal cut off device (TCO) which is designed to automatically cutoff the gas supply if the temperature of the device exceeds 95°C.



- In close proximity to any source of heat or where it may be subjected to extremes of temperature
- · Where food is stored
- · Where it might be exposed to accidental damage
- Where it might cause an obstruction
- Where it might be affected by a damp or corrosive atmosphere (e.g. within a bathroom)
- Where it will constitute a danger to any person (e.g. in a bedroom)
- At such a low level that there is significant risk of it being submerged in the event of flooding
- In an unventilated space
- In an area that could be difficult to reach in an emergency
- Any nearer to electrical wiring, switchgear than the distances given below: 150mm from an electricity meter/apparatus or 25mm away from electricity supply and distribution cables.

IMPORTANT: Where these proximities cannot be achieved then a non-combustible partition made of an electricity insulating material shall be placed between the electrical apparatus and the gas meter.





Suggested minimum dimensions for internal enclosure are shown in the photograph.

Gas Meter Installations in Garages

It is acceptable for domestic meter installations to be situated within a garage if the following requirements can be met:

- EAU preference is for the meter installation to be fed via an above ground entry with steelwork rising to high level as shown in the diagrams below
- The meter installation should be sited behind the pillar, through which the service enters the garage, to provide adequate protection from any potential vehicle damage this requirement needs to take account of the clearances available particularly for a roller or up and over type door. Where this cannot be achieved the meter has to be protected from collision damage by alternative means
- The maximum permissible height of the Emergency Control Valve from floor level is 1.8 metres. Ideally the meter installation should be left exposed within the garage, however if installed within a purpose-built meter cupboard supplied by the Developer then this cupboard will need to be ventilated to 2% of its floor area. This ventilation will need to be split equally with 1% of the ventilation at high level and 1% at low level in accordance with the requirements of BS6400 Part 1.









PROXIMITY TO ELECTRICAL EQUIPMENT

The gas meter installation must not be situated any nearer than 150mm from an electricity meter/apparatus or 25mm from electricity supply and distribution cables.

MPORTANT: Where these proximities cannot be achieved then a non-combustible partition made of an electricity insulating material shall be placed between the electrical apparatus and

Trench Excavation

Water



It is the developer's responsibility to pre-excavate all trenches on site. This must be done before EAU arrives on site.

The bottom of the trench must be prepared to provide a bed for the pipe. The bed must be even and suitably compacted so as to provide a firm support under the pipe and must be free of sharp objects such as bricks, concrete and rocks. It may be necessary to import backfill material such as sand for pipes laid in these conditions. Wherever possible the service trench bed must have a continuous downward gradient from the building towards the main. Make sure trenches are safe before any work is carried out in them. The developer must not carry out any excavations that are in the Public Highway without proper licensing.

Trench routes must be laid out as per the proposal drawings agreed with EAU and it is the developers' responsibility to provide suitable fine fill (sand) to cover up to 100mm after installation.

Keep a clearance of at least 250mm between gas pipe/ fittings being installed alongside, or crossing, the known position of other utilities' plant. Please refer to NJUG Guidance for further information.

Please see diagram for minimum depths of cover.



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EAU Responsibility

- Providing and Installing any pipe over 32mm (some services can be 32mm), pressure testing and chlorination.
- Provide and installing the Boundary Boxes and meters (In Anglian's region we coordinate the meter fit).



Developers' responsibility

 Installing 25mm blue service pipe from property to All ends need to have a plug fitted and a stop tap needs to be installed in the property.

• Supply all ducting for road crossings.



Contract Dependant

• Excavating/ Reinstatement

• Provision of water service pipe and tape.

Electric

Scaffolding & Abortive Visits



Developers' responsibility

- Meter boxes to be installed
- Meter box doors to be fitted
- Install hockey sticks
- Install the ducting 32mm from the service position to the mains connection point
- Onsite excavations including fitting the ducting
- Provide adequate joint bays

EAU Responsibility

- To provide materials
- Lay main and service cable
- Jointing
- Provide the plant and machinery





It is important to remove any scaffolding for our visit. If there is no possibility of removing the scaffolding in time, then our team will undertake a risk assessment. Only if the risk assessment deems it safe to proceed will the team be able to complete the works. No one must be on the scaffolding while our team are working under it. If EAU arrive on site and the site is not ready for us to start works (scaffolding still up and risk assessment deems it not safe/people working on the scaffolding, trenches not excavated), then EAU charge an abortive visit charge of £750 per day. E.g. if the works were planned in for 2 days, then £1500 will be charged to recover some of our costs for mobilising a team.

Due to a high number of recent abortive visits, we need developers to take a photo and email the photo to **SiteReady@EnergyAssets.co.uk** to show that the site is ready for our operatives to carry out the works.

Requesting Works

Onsite Works



To request works you can either call or email us, with at least **5** working days notice.



EauBirstallWorkRequests@EnergyAssets.co.uk

0345 437 9202

Please let your Customer Experience Advisor know if you need any pipe delivered or meter boxes when you call off your works.

EAU are striving to deliver a platinum customer service for onsite construction

These service standards are based on the assumption that all trenches are excavated and scaffolding removed

Lead Times

EAU aims to achieve the following wherever possible:

- Installation of gas & electric services
 10 working days (Minimum 5 services)
- Installation of gas & electricity mains
 10 working days (Minimum 50 metres)
- Off-site works up to 40 calendar days (Lead time depends on the status of the highways to be worked on and the local authority's requirements)
- Installation of Water services & mains
 to be discussed on the call off request

Variations to work

Any changes to the accepted quote must be recorded on a project variation form, agreed and signed by both parties.

Damage to Plant

When excavating in close proximity to installed gas mains, safe digging practice should be employed using hand excavation in accordance with HSE publication HSG47 "Avoiding danger from underground services."

Free information is available from the HSE Info line on **0845 345 0055** or the HSE website **www.hse.gov.uk**.

Complaints

FAQ's

We don't like it when things haven't gone as planned, so if you have a complaint, we are here to resolve it to your satisfaction.

> Talk to your **Project Manager**

Your Project Managers are there to make sure everything goes to plan. If you aren't happy with something, then your Project Manager needs to know. You should have already been introduced number (see Key Contacts pg33). If you haven't had any contact with your Project Manager, please go to Step 2.



Speak to the **Customer Manager**

Our Customer Manager and has been appointed to drive Customer Satisfaction. If you are unhappy with something, please call Becky and she will attempt to resolve your complaint to your satisfaction.

> Becky Pickles 07712 431959



Operations Manager

> Ricky Everett is the Operations Manager for the North 07860 823258

> Sean Aldridge is the Operations Manager for the South 07739 034851 **Escalate to the**

Operations Director

The Operations Director is the final point resolved your complaint.

> Karen Robinson 07590 229422

Q: Who will supply the materials?

Gas main, service pipe, meter boxes, associated apparatus and gas meters by British Gas Service Provider. Service ducts, road crossing ducts, fine fill and back fill material by Developer. It is the Developer's responsibility to provide a secure storage facility for all gas materials delivered to site.

Q: Who is responsible for excavating the trench?

In the majority of cases the Developer has accepted a quotation where they are responsible for all excavation on site and in certain circumstances the off-site excavation as well. Please check the drawing issued as part of your acceptance pack.

Q: What are the requirements for excavating the trenches?

Excavated trenches must be clear of all obstructions. It is the Developer's responsibility to ensure the bed of the trench is free from bricks, rubble sharp stones, etc. For gas mains in a footpath, trenches need to be excavated to a minimum of 600mm + the diameter of the pipe. For gas mains to be laid in a road or grass verge, the trench needs to be excavated to a minimum of 750mm + the diameter of the pipe.



For gas services the excavation needs to be a minimum of 482mm deep (32mm pipe + 450mm cover). The excavation needs to drop down to 600mm at the service termination (for the last 2 metres) to allow for the installation of the black bend. Please refer to the figure below. Should it be needed your designated Service Provider can provide you with a black bend so that you can check that your excavations are suitable.

Q: Who is responsible for disposal of excavated material?

For onsite it is Developer's responsibility and off site it is Service Provider.

Q: What's the minimum separation required between two utilities apparatus?

250mm separation is required as per NJUG guidelines.

Q: Do I need to inform EAU of the permeable surfaces?

Yes, if there are any permeable surfaces on your site this must be identified to us ASAP as alterations to the design and/or service strips may be required for the affected gas mains.

FAQ's

Q: Can we use the ducts for gas main?

Yes, ducting for gas mains must be rigid (yellow plastic) but can only be used for perpendicular carriageway/road crossings. The duct should be laid on a prepared bed or soft ground, covered with 75mm of suitable or imported fine fill and surround. Gas marker tape is then to be placed minimum 150mm above the duct. A suitable standard for plastic ducting is BS4962. The Developer is responsible for the supply and installation of rigid ducting for mains road crossings.

Q: Can we use the ducts for gas service?

Yes, ducting for 32mm services must be 60mm diameter, yellow and perforated along its entire length. Ducting for services can be used for perpendicular carriageway/road crossings, can also be installed between the meter position and the mains connection in the footpath in accordance with the design drawing. The duct should be laid on a prepared bed or soft ground, with a pull cord installed through the duct to enable the installation of the service and covered with 75mm of suitable or imported the fine fill and surround. It is recommended that you use 10mm rounded pea gravel as fine fill around perforated service ducting. In wet weather, sand can seep into the perforated service duct causing a blockage. Gas marker tape is then to be placed minimum 150mm above the duct. A suitable standard for plastic ducting is BS4962. The Developer is responsible for the supply and installation of ducting for services.

Q: What type of duct can be used for road crossing and service pipe?

Yellow rigid duct for road crossing and yellow perforated for service pipe. To standard BS4962.

Q: What type of duct can be used for road crossing and service pipe?

PE PIPE SIZE	MINIMUM DUCT SIZE	
≤ 32mm service	60mm (yellow perforated)	
63mm main	100mm	
90mm main	150mm	
125mm main	200mm	Yellow rigid duct for road crossing only.
180mm and 250mm main	300mm	
315mm main	400mm	

Q: How do I call off work?

You can call us on 0345 437 9202 or email your work request to EauBirstallWorkRequests@ EnergyAssets.co.uk

Q: Which utility must go in first if you are installing Gas, Water and Electric?

Water needs to go in first, followed by Gas, and then Electric.

Q: Who do I contact if I'm not happy?

We have a complaints procedure. Step 1 is to contact your Project Manager; if you aren't happy with their response you go to Step 2 and contact the Operations Manager. If you are still not happy this can be escalated to the Customer Manger; finally, the Operations Director can be contacted if you have exhausted all 3 steps and are still unhappy. Please see 'Key Contacts' or 'Complaints Procedure' for contact details.

Q: What happens if I am not going to be ready for the call off date I've asked for?

Call us immediately on 0345 437 9202 to postpone the works. Please give us as much notice as possible, to help us re-plan our Operatives work- load. If we turn up to site and you are not ready, then you will be charged £750 per day we were due on site. We are only too happy to work with you and try to accommodate later dates, as long as you communicate with us in good time.

Q: What happens if I have offsite elements to my project? Who deals with that?

As soon as we are passed your new project from our design team, we will send out your Project Manager to do a site visit. They will determine what offsite work is required and what permits and traffic management are needed. Our Customer Experience Advisors will contact you to arrange a date for the offsite works to commence. Your Project Manger and Customer Experience Advisor will work closely with you to ensure you fully understand next steps and timescales.

Q: Does EAU test and chlorinate the water?

EAU don't personally do this, but we facilitate the process. Our Project Manager who specializes in water will sit down and discuss timescales for this to happen and what the process and requirements are.

Q: How long does it take for you to come to site and do the works from me calling off the works?

We ideally need 5 working days notice for services and 10 working days notice for mains. Water lead times will be discussed with you, as there are other factors involved that may affect lead times. Offsite works can commence as soon as we have the relevant permit and traffic management in place. Please note that major works can take up to 3 months for a permit.

Q: Can my ground worker install gas main and services?

No, only EAU can install gas main and services.

Q: Can telecommunication chambers be constructed directly over gas mains?

No, it is important to ensure a minimum clearance of 250mm is maintained between the gas main and any telecommunication ducting or chambers. No work should be carried out if this minimum clearance cannot be met or which results in a reduction of cover or protection over the network, without first seeking advice from the Network Owner.

Q: Can I brick in the service installed in corbelled wall?

No, service cannot be bricked in to avoid gas tracing through fissures in the wall to the cavity and access to GRP sleeve/black bend is required at all times for emergency works. Please contact EAU should you require further guidance.





Q: Who is responsible for fitting the meter boxes?

It is Developer's responsibility to ensure meter boxes and doors are fitted properly and secured before the gas service is installed.

Q: Where can meter boxes be fitted?

Meter boxes must be either positioned at the front of the plot or no more than 2 metres from the gable end down the side of the plot. Where meters are to be located at the front of the property, the meter box shall be perpendicular to the main. Important note: Recessed/ built in boxes can be positioned either at the front of the plot or on side of the plot and universal boxes can only be installed on the front elevation. Universal boxes cannot be installed where they could cause trip hazard.

These meter boxes can be installed in soft landscaped areas provided gas meter box:

- · Is free from bark chips, stones etc
- Lid closes fully to protect meter from rain/damage
- Is accessible for meter reading, maintenance and emergency isolation
- The area around the meter box must be free from any planting, hedgerows.

Q: Can universal box be fitted as wall mounted surface box?

Yes, universal box can be fitted as wall mounted at a similar height to a built-in box. The universal box must be located at the front of the property and perpendicular to the main and not on the gable ends or at the rear of the dwelling. If the Universal box is to be partially submerged, the base of the box should be no more than 75mm below the finished ground level. Alternatively, the universal meter box can be positioned slightly above ground level as below.

Q: What is the minimum distance between air bricks and meter?

The meter boxes must be positioned at least 150mm away from airbricks.

Q: Where can I obtain a key for meter boxes?

Each meter box will be supplied with a key that must be passed onto the house holder.

Q: What proximity do I need to keep between electricity meter and gas meter?

The gas meter installation must not be situated any nearer than 150mm from an electricity meter/apparatus or 25mm from electricity supply and distribution cables.

Q: Can universal box/surface mounted box be installed in the footpath?

Universal boxes cannot be positioned in footpaths or walkways as this could cause a trip hazard.

Q: Can universal box/surface mounted box be installed in the drive?

No, if the meter box is exposed to damage from vehicle. Suitable protection must be provided i.e. bollards around the meter box or sufficient curb edge.

Q: What are the requirements for fitting a recessed box?

The base of the box should be located between 500mm and 1000mm above the finished ground level and above the D.P.C (Damp Proof Course). The box should be mounted onto a good mortar base. It is recommended that polythene sheet be fitted as a damp proof course above and behind the box. It is important that the sides are well bedded into the wall and that the outer edging architraves are in close contact to the wall. The meter box must be sealed to the surrounding of fabric of the dwelling with mastic or similar approved compound. The inner leaf should be built around the add on extension spigot, ensuring that the space between the sleeve and the wall is fully filled with mortar. Under no circumstances must any other holes be made in the box for gas pipework or electrical cross bonding cables. Ensure that where the outlet pipework enters the property through the spigot/sleeve at the back of the box that the annulus between the pipework and outlet spigot/ sleeve is sealed with a flexible fire-resistant compound to prevent gas ingress. Please see manufacturer's instruction for further guidance as dimensions can vary.

Q: What are the requirements for fitting a surface mounted box?

The surface mounted meter box must be sited on the outer wall and the base should be 500mm from the finished ground level and no more than 1500mm high. The box must be located at the front of the plot and must not bridge the D.P.C. The box should be positioned so that it is not exposed to potential damage by vehicles or is a hazard to pedestrians. The box must not obstruct pedestrian access or onto a driveway.

Q: What is the maximum height of the emergency control valve from ground level?

The maximum height of the valve cannot be greater than 1.8 metre from ground level.

Q: Can meters be installed in garages?

Yes, as long as it is brick construction. EAU preference is for the meter installation to be fed via an above ground entry with steelwork rising to high level. The meter installation should be sited behind the pillar, through which the service enters the garage, to provide adequate protection from any potential vehicle damage. This is subject to change based on the type of garage door that will be installed. For further details please refer to pages 15 and 16.

Q: What type of commercial meters do you install?

EAU will only install U6 commercial meters. For anything above a U6 meter EAU will design to the required demand and install the service up to the ECV to gas industry standards, this will apply to internal and external meters.

Q: Can meters be installed to mobile homes/caravan?

Yes, as long as it is permanent residential accommodation and only the universal box can be used for mobile homes/caravan. EAU will not undertake any work beneath an unsupported caravan holiday home or residential park home and also meters will not be fitted until mobile homes/caravan is in situ. It is Developer's responsibility to provide a secure structure such as a permanent wall or rigid structure to fit meter boxes. A meter shall not be installed in a position where it obstructs a fire escape route or where it may suffer vehicle damage.



Key Contacts

Regional Operations Director

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