



Utilities

# Indigo Pipelines Limited

## Connection Charges For Individual Domestic Properties

Effective 27th October 2017

SSE Enterprise Utilities is a trading name of SSE Utility Solutions Limited which is part of the SSE Group. The Registered Office of SSE Utility Solutions Limited is 1 Forbury Place, Forbury Road, Reading RG1 3JH. Registered In England & Wales No. 06894120.  
[www.sseenterprise.co.uk](http://www.sseenterprise.co.uk)

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## Introduction

As a Licensed Gas Transporter, the following Charging Statement sets out the principles and methods used to determine charges for Gas Distribution Connection Services. This applies to individual connections to an **existing Domestic Property** (Annual Consumption Under 73,200 kWh's per annum) located within 23 metres of an Indigo Pipelines Limited (Indigo Pipelines) main, as per our Gas Transporters Licence Condition 4b.

The operation of Indigo Pipelines' network assets has been contracted to SSE Enterprise Utilities a trading name of SSE Utility Solutions Ltd, part of SSE plc. SSE is a major utility with many years of experience building and operating public gas networks.

Indigo Pipelines aims to recover those costs it reasonably expects to incur when we provide connection services via our contractor SSE Enterprise Utilities. Charges reflect the cost of labour, materials and any other expenses required to carry out the work of the customers' requirements. Each cost element will include an appropriate level of overhead.

### Important Information

This Connections Charging Statement replaces any statement previously published by Indigo Pipelines under its current or former name of SSE Pipelines Limited.

The following types of connections to an Indigo pipelines network will be quoted on a case by case basis by SSE Enterprise Utilities:

- Industrial & Commercial Connections.
- Multi-Site Connections.
- Connections to a New Build Domestic property.
- Connections from a Intermediate/Medium Pressure Indigo Pipelines Pipeline\*.
- Applications from Housing Developers, Agents or Landlords\*\*.

All Connections are quoted **without** the provision of a Meter. To allow gas to flow a gas meter must be installed. To arrange the installation of a gas meter you must appoint a licensed Gas Supplier, you can obtain a list of Licensed Gas Suppliers by contacting Ofgem.

Quotations are provided on the basis of the requestor's information. If this information is found upon connection to be incorrect, Indigo Pipelines has the right to make an additional charge for the inaccuracy.

\* To find out the pressure type of your nearest Indigo Pipelines network or if you have any questions regarding a connection to our network please refer to the *Contacting Us* section of this leaflet.

\*\* Evidence in respect of the identification of the person who owns / occupies a premise may be required.

## Standard Connection Charges

The following Tables show Connection Charges for a domestic customer wishing to connect to a low pressure Indigo Pipelines network:

### Connection (parts of) on Public Land

Connection Surface Type	0 - 10 Metres*	Each Additional Metre
Road / Highway	Free	£88 Per Metre
'A' Class Carriageway		£146 per metre
Pavement / Footpath	Free	£61 Per Metre
Unmade ( Grass, Verges etc)		£36 Per Metre

### Connection (parts of) on Private Land

Connection Surface Type	0 – 5 Metres**	Each Additional Metre
Drive / Footpath	£264	£61 Per Metre
Unmade ( Grass, Verges etc) & Internal Pipework		£36 Per Metre

### Meter Box Housing (Optional)

Housing Type	Cost
Unibox	£88
Bolt on Box	£88
Cavity Wall Box***	£132

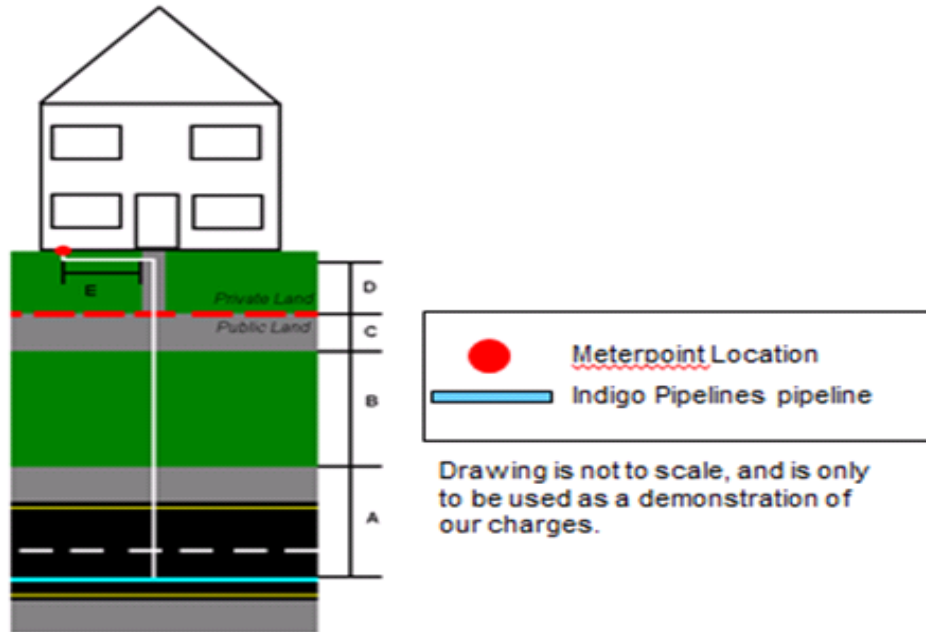
\* The first 10 metres of the connection (on Public Land) is given free of charge irrespective of the Connection Surface Type.

\*\* A flat rate of £264 is charged for the first 5 metres of the connection on Private Land irrespective of the Connection Surface Type. Each additional metre of the connection will be charged at the applicable rate.

\*\*\* To be fitted by Owner / Occupier

## Connection Charging Example

An example of these Standard Charges is provided below:



Section	Surface Type	Distance	Cost
Section A	Highway / Footpath (public)	10 Metres	FREE
Section B	Unmade (public)	10 Metres	£360 (10 x £36)
Section C	Footpath (public)	1 Metre	£61
Section D	Footpath (private)	1.5 Metres	£91.50 (1.5 x £61)
Section E	Unmade (private)	1 Metre	£36
Meter Housing	Unibox		£88
<b>Total</b>			<b>£636.50</b>

## Connections for Fuel Poor Customers

To help promote connections to fuel poor customers or network extensions to non-gas fuel poor communities, Ofgem has introduced a scheme whereby certain customers (eligible customers) will receive a discount on the cost of a connection. The discount given will be based on the value of the connection's future transportation income. It should be noted that only existing domestic households can benefit from this scheme.

Eligible customers that can qualify for the fuel poor discount scheme are those that:

- Reside within the 20% most deprived areas, as measured by the Government's Index of Multiple Deprivation (IMD); or
- are eligible for measures under Warm Front (England), the Home Energy Efficiency Scheme (Wales) or the Central Heating Programme and Warm Deal (Scotland); or
- fall within the Priority Group (low income households and over 70 years of age) for measures under the Carbon Emissions Reduction Target (CERT); or
- are in fuel poverty based on the standard Government definition.

As mentioned above, the fuel poor discount will only be applied to individual connections for, or network extensions to, eligible fuel poor households.

In order to calculate the fuel poor discount for network extensions, SSE Enterprise Utilities on behalf of Indigo Pipelines will estimate the number of likely connections that could be made over a twenty year horizon and work out the total connection cost of that project. This will then be compared with the value of the net transportation income that will be generated by the expected total new load over its lifetime (45 years) and the fuel poor discount per connection will be derived.

Within the first five years of the project commencing the customer will be able to benefit from up to the full value of the fuel poor discount. Thereafter, the remaining eligible connections will only be able to benefit from either the full fuel poor discount or the gross cost of the service connection – whichever is the lowest. That is, a mains contribution will still be required if the mains costs have not yet been recovered and the project is still within the twenty year period.

Individual one-off connections for eligible domestic customers will be assessed in a similar manner to network extension. Eligible customers will be able to benefit from either the maximum fuel poor discount or the gross cost of the service connection, whichever is lower.

In all cases, if the cost of the project or connection exceeds the fuel poor funding available, a contribution from the customer will be required towards the costs.

Where an Independent Connection Provider (ICP) is proposing to undertake a network extension to a fuel poor community and where they propose the infrastructure is to be adopted by Indigo Pipelines, then SSE Enterprise Utilities will calculate the value of the maximum fuel poor discount available and on adoption make a contribution to the cost of connection up to that value. To receive payment the ICP will need to demonstrate that the

qualifying criteria specified above have been met; that the full applicable amount has been passed to the eligible households, and that the project costs have been efficiently incurred.

## Contacting Us

### Getting Connected

To obtain information about any of the domestic services set out in this document, or to have a quotation for a Connection to an Indigo Pipelines pipeline please contact:

New Connections  
SSE Enterprise Utilities  
No.1 Forbury Place  
Forbury Road  
Reading  
Berkshire  
RG1 3JH

Tel: 0345 300 2314

Email: [design.support@sse.com](mailto:design.support@sse.com)

### About this Document

Any comments or enquiries regarding this document should initially be forwarded to the Commercial Operations Team at SSE Enterprise Utilities:

Commercial Operations Manager  
SSE Enterprise Utilities  
No.1 Forbury Place  
Forbury Road  
Reading  
Berkshire  
RG1 3JH

Tel: 0345 078 6739

Email: [cher.harris@sse.com](mailto:cher.harris@sse.com)

**Gas Emergencies: 0800 111 999**

**If you smell gas or are worried about gas safety call the National Gas Emergency Number on 0800 111 999 immediately.**

## How to Complain

A copy of our Code of Practice is available on request.

In the first instance complaints should be raised with one of the contractor SSE Enterprise Utilities advisors by contacting:

Tel: 0345 078 6739

Email: [ssepl.supplypoint.enquiries@sse.com](mailto:ssepl.supplypoint.enquiries@sse.com)

If we have not been able to resolve your complaint fully within 10 working days, your complaint will be passed to a Senior Manager who will do everything possible to address your concerns and make sure you are happy with the resolution. We aim to agree a mutually satisfactory resolution within 10 working days of escalation.

If the complaint has not been resolved to your satisfaction, you can raise the matter further with SSE Enterprise Utilities General Manager or the Indigo Pipelines Director of Commercial Operations, who will endeavour to reach a resolution within 10 working days.

You can contact the SSE Enterprise Utilities General Manager at:

The General Manager  
SSE Enterprise Utilities  
No.1 Forbury Place  
Forbury Road  
Reading  
Berkshire  
RG1 3JH

Email: [kevin.bennett@sse.com](mailto:kevin.bennett@sse.com)

You can contact the Indigo Pipelines Director of Commercial Operations at:

The Director of Commercial Operations  
Indigo Pipelines Limited  
17 Blythswood Square  
Glasgow  
G2 4AD

Tel: 0131 209 7904

Email: [andy.low@indigopipelines.co.uk](mailto:andy.low@indigopipelines.co.uk)

If we are unable to resolve your complaint after exhausting our Complaints Handling Process and have reached deadlock you may wish to contact:

The Energy Ombudsman  
PO Box 966,  
Warrington,  
WA4 9DF

Tel: 0330 440 1624

Email: [enquiries@os-energy.org](mailto:enquiries@os-energy.org)

Website: [www.ombudsman-services.org/energy](http://www.ombudsman-services.org/energy)

Any complaint in respect of a charge to which the connection charging methodology relates, if not resolved between the licensee and the complainant, may be referred to the Authority by letter addressed to the Authority at:

The Office of Gas and Electricity Markets  
9 Millbank,  
London  
SW1P 3GE

Tel: 020 7901 7295

Fax: 020 7901 7196

Email: [consumeraffairs@ofgem.gov.uk](mailto:consumeraffairs@ofgem.gov.uk)

Website: [www.ofgem.gov.uk](http://www.ofgem.gov.uk)

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