



Utilities

# Indigo Pipelines Limited

## Disconnection Charges

For Individual Domestic Properties

Effective 20 August 2018

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

The following Charging Statement sets out the principles and methods used to determine charges for Gas Distribution Disconnection Services. This applies to individual disconnections at an **existing Domestic Property** (Annual Consumption Under 73,200 kWh's per annum) supplied from an Indigo Pipelines Limited network, 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 disconnection 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 Disconnections Charging Statement replaces any statement previously published by Indigo Pipelines under its current or former name of SSE Pipelines Limited.

The following types of disconnections from an Indigo Pipelines network will be quoted on a case by case basis:

- Industrial & Commercial Disconnections
- Multi-Site Disconnections
- Applications from Housing Developers, Agents or Landlords\*\*

\* To find out the location of your Indigo Pipelines Main please contact our contractor, SSE Enterprise Utilities, you can find contact details in the *Contacting Us* section of this leaflet.

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

Disconnections will be made at the Indigo Pipelines main where the service will be disconnected from our network, the service pipe to your property will not be removed.

All disconnections are quoted **without** the removal of any metering in situ. To arrange disconnection and removal of any metering equipment please contact your Registered Supplier. The meter should be removed prior to the service being disconnected.

Quotations are provided based on information supplied by the requestor; if this information is found to be incorrect, Indigo Pipelines reserve the right to make an additional charge for the inaccuracy.

## Standard Disconnection Charges

The following table shows Disconnection Charges for a domestic customer wishing to disconnect from an Indigo Pipelines network:

<b>Disconnection Surface Type</b>	<b>Standard Charge</b>
Public Highway	£820
Pavement / Footpath	£729
Unmade	£547

- Prices include excavation, disconnection and purge of service and relay of the appropriate surface type.
- Does not include removal of service pipe.
- Does not include easements and consents, road closure notices or dual services.

All prices exclude Value Added Tax.

## Contacting Us

If you contact us, your personal data will be processed by Indigo Pipelines Limited (or by SSE Enterprise on our behalf) to communicate with you and deal with your enquiry, to provide the requested services to you and as part of our efforts to monitor customer communications for quality and training purposes. As a data subject, you have a number of rights relating to your personal data. Full details are set out in:

(1) the Indigo Pipelines Limited privacy notice, which can be accessed at <https://www.indigopipelines.co.uk/pages/privacy-policy/>; and

(2) the SSE Enterprise privacy notice, which can be accessed at <https://sseenterprise.co.uk/privacy-policy/>.

## Arranging Disconnection

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

Gas Disconnections  
SSE Enterprise Utilities  
No.1 Forbury Place  
Forbury Road  
Reading  
Berkshire  
RG1 3JH

Tel: 01635 272 507  
Email: [indigoconnections@sse.com](mailto:indigoconnections@sse.com)

## About this Document

Any comments or enquiries regarding this document should be forwarded to the Commercial Operations Team:

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 our 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 the SSE Enterprise Utilities General Manager or Indigo Pipelines Director of Commercial Operations, who will endeavour to reach a resolution within 10 working days.

You can contact the 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 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 this 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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