



Utilities

# **Indigo Pipelines Limited**

## **Adoption and Connected System Exit Point (CSEP) Charges**

Effective 1 April 2019

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)

## Contents

Introduction .....	2
Adoption Charges.....	3
System Exit Charges .....	3
System Exit Charges Examples.....	4
Contacting Us.....	5
How to Complain .....	6

## Introduction

The following Charging Statement sets out the principles and methods used to determine charges for Gas Distribution Connection Services for adopting Networks / Connections off our Mains and for providing Connected System Exit Points for other Licensed Gas Transporters, in accordance with our Gas Transporters Licence Condition 4b.

Indigo Pipelines Limited is committed to delivering the best possible service to our consumers. 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 customer's requirements. Each cost element will include an appropriate level of overhead.

### Important Information

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

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

## Adoption Charges

Adoption of connections/networks by Indigo Pipelines will be free of charge, and the network/connection will become property of Indigo Pipelines following adoption.

Indigo Pipelines and SSE Enterprise Utilities must be notified prior to any works taking place to confirm that the network/connection has the capacity to supply the gas load required, and to approve the design of the connection/network.

Services must be installed by a suitably qualified person and to the required standard set out by Indigo Pipelines in order to be adopted.

## Connected System Exit Point Charges

Where a Connected System Exit Point is required from an Indigo Pipelines Network by another Licensed Gas Transporter the following charges will apply:

### **Design and Administration Charges**

A £500 flat rate fee for provision of administration and design work will be levied plus one of the applicable charges:

### **Where no reinforcement is required**

Where an Indigo Pipelines network can support a Connected System Exit Point for the requested annual quantity (AQ), we will recover from the requestor the proportionate cost of building the Indigo Pipelines network from which the Connected System Exit Point has been requested, examples are shown over the page.

### **Where reinforcement is required**

Where an Indigo Pipelines network cannot support a Connected System Exit Point for the requested annual quantity (AQ), we will recover from the requestor, the cost of reinforcing our system exit point from the Gas Distribution Network (GDN) plus the proportionate cost of building the Indigo Pipelines network from which the Connected System Exit Point has been requested, examples are shown over the page.

All Quotations are provided excluding Value Added Tax.

## Connected System Exit Point Charges - Examples

### Example 1

A new Connected System Exit Point (CSEP) is requested to an existing Indigo Pipelines Network, following investigation the Indigo Pipelines network and CSEP from the GDN can support the requested AQ of 100,000 kWh's per annum.

The cost of providing the original Indigo Pipelines network was £140,000 for a CSEP AQ of 5,500,000 kWh's per annum.

#### Breakdown of Charge

Design and Admin Services	£500.00
Cost of Providing Network*	£2,545.45
<b>Total</b>	<b>£3,045.45</b>

\*  $100,000$  (Requested AQ) /  $5,500,000$  (Indigo Pipelines Network AQ) x  $£140,000$  (Cost to Build Network)

### Example 2

A new Connected System Exit Point (CSEP) is requested to an existing Indigo Pipelines Network, following investigation the Indigo Pipelines network and CSEP from the GDN cannot support the requested AQ of 500,000 kWh's per annum.

The cost of providing the original Indigo Pipelines network was £140000 for a CSEP AQ of 5,500,000 kWh's per annum.

The GDN has quoted £10,000 for reinforcing the Indigo Pipelines Network CSEP.

#### Breakdown of Charge

Design and Admin Services	£500.00
Cost of Providing Network*	£12,727.27
Reinforcement Work	£10,000.00
<b>Total</b>	<b>£23,227.27</b>

## 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/>.

## Getting Connected

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

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

Tel: 0345 072 1919

Email: [indigoconnections@sse.com](mailto:indigoconnections@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 or from our website.

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 SSE Enterprise Utilities General Manager or the Managing Director of Indigo Pipelines, 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 Managing Director of Indigo Pipelines at:

The Managing Director  
Indigo Pipelines Limited  
15 Diddenham Court  
Lambwood Hill  
Grazeley  
Reading  
RG7 1JQ

Tel: 07900 403231

Email: [andrew.blincow@indigopipelines.co.uk](mailto:andrew.blincow@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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