



Utilities

# Indigo Pipelines Limited

## Connection Charges For Individual Domestic Properties

Effective 1 April 2021

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 Charges statement sets out the principles and methods used to determine charges for gas distribution connection services. This applies to an individual connection to an **existing domestic property** (consumption under 73,200 kWh's per annum) located within 23 metres of an Indigo Pipelines Ltd 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 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.

### Important Information

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
- Connection to a New Build domestic property
- Connection from an Intermediate or Medium Pressure Indigo Pipelines network\*
- Applications from Housing Developers, Agents or Landlords\*\*

\* 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.

All connections are quoted **without** the provision of a meter. To arrange the installation of a gas meter you must contract with 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 reserve the right to charge an additional fee to cover the costs of any additional work required.

## Standard Connection Charges

These charges are applicable for a domestic customer wishing to connect to the Indigo Pipelines Low Pressure network.

Up to the first 10 metres of the connection in Public Land only is given free of charge irrespective of the Surface Type.

Additional lengths of main will be charged at the following rates:

### Public Land

Surface Type	Cost per Metre
Road / Highway	£200
'A' Class Carriageway	£300
Pavement / Footpath	£150
Unmade (Grass, Verges etc)	£100

### Private Land

Surface Type	Cost per Metre
Drive / Footpath	£125
Unmade/Lawn	£75

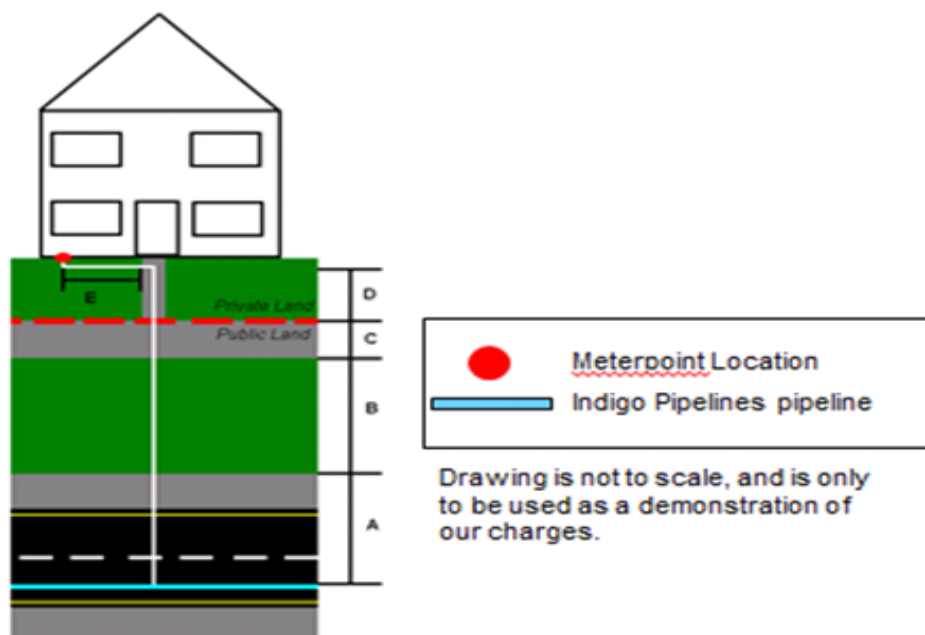
## Meter Box Housing (Optional)

Meter to be provided by Gas Supplier

Housing Type	Cost
Unibox	£150
Bolt on Box	£150
Cavity Wall Box (to be fitted by Owner/Occupier)	£100

## Connection Charging Example (meter box provided by customer)

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	£1000 (10 x £100)
Section C	Footpath (public)	1 Metre	£150
Section D	Footpath (private)	1 Metres	£125
Section E	Unmade (private)	2 Metre	£150 (2 x £75)
<b>Total</b>			<b>£1425</b>

## Connections for Fuel Poor Customers

The Fuel Poor Network Extension Scheme is delivered by Gas Transporters in partnership with other organisations. It aims to help vulnerable and fuel poor households switch to a natural gas or heat network to heat their homes. The scheme provides funding to eligible households which helps cover the costs of connecting to a gas or heat network.

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

- Reside within the 25% most deprived areas, as measured by the Government's Index of Multiple Deprivation (IMD); or
- are eligible for support under Home Heating Cost Reduction Obligation in England, Wales and Scotland Nest in Wales or the Home Energy Efficiency Programmes in Scotland; or
- You must be in fuel poverty based on the latest government definition or indicator, currently:
  - In England, the Low-Income High Cost Indicator where a household's income is below the poverty line (taking into account energy costs) and its energy costs are higher than is typical for its household type
  - In Scotland and Wales, a household spends more than 10% of disposable income on all household fuel use

If you think you may be eligible for funding, please contact us. We will use the Ofgem voucher calculator to assess the voucher value available to you. In most cases, the voucher will cover the cost of the connection, however, if the cost of the work required to make the connection is greater than the voucher value, you will be required to contribute.

## 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.indigonetworks.co.uk/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 domestic 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 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 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 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)

**Indigo Pipelines Limited**

15 Diddenham Court  
Lambwood Hill Grazeley

Reading RG7 1JQ

[www.indigopipelines.co.uk](http://www.indigopipelines.co.uk)

T: +44 (0) 131 209 7900

F: +44 (0) 131 209 7901

E: [enquires@indigopipelines.co.uk](mailto:enquires@indigopipelines.co.uk)

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