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# Code of Practice

*Our Commitment to You*

## Introduction

This booklet explains how you can get in touch with us, what to do in case of a gas emergency, what the special services we provide for vulnerable customers are, how to recognise our staff should they visit your home and how we ensure that those staff are trained and authorised. It is written in line with Conditions 17, 18, 19, 21 and 22 of our Gas Transporters Licence and approved by Ofgem.

Independent Pipelines is a licensed gas transporter responsible for the safe delivery of gas through its networks to properties across Great Britain.

Independent Pipelines contracts all asset management and customer service activities to its sister company, Envoy. Any queries regarding the activities of Independent Pipelines should be addressed in the first instance to Envoy.

Independent Pipelines does not sell gas to consumers but ensures that it is delivered to you safely. The companies that sell gas to consumers and send out bills are called gas suppliers. If you have an enquiry about your bill, your meter or the supplier's Priority Services Register, please contact your supplier. Contact details can be found on your latest gas bill.

### Our Contact Details

#### Address

Independent Pipelines  
Driscoll 2  
Ellen Street  
Cardiff  
CF10 4BP

**General Enquiries Line** 0845 055 6199

**TextDirect** 18001 0871 225 0123

**Fax** 0871 429 0422

**Email** [enquiries@envoyonline.co.uk](mailto:enquiries@envoyonline.co.uk)

### Our Office Hours

**Monday – Thursday** 8.30am – 5pm

**Friday** 8.30am - 4.30pm

## Emergencies

To report the smell of gas in your property, a loss of supply or a concern about the safety of our equipment, call the National Gas Emergency Service Provider free on:

**Telephone: 0800 111 999**

**Minicom: 0800 371 787**

The National Gas Emergency Service Provider operates 365 days a year, 24 hours a day. Your gas supply will be made safe, however, this service does not extend to executing internal work beyond the meter. For more information on the emergency reporting procedure, please see our Emergency Services and Enquiry Service Statement.

## Gas safety

If you smell gas or are worried about gas safety, we recommend that you follow these instructions:

- Call the National Gas Emergency Service Provider on **0800 111 999**. They will take your details and offer you further advice depending on the information you give them.
- Turn off or isolate the gas supply if you are able to do so.
- Extinguish all naked flames.
- Open all doors and windows to ventilate the property.
- Do not operate any electrical equipment, including switching lights on or off.
- At entry and exit points to the property you are advised not to operate any electrical security devices.
- A National Gas Emergency Service Provider engineer will attend within one or two hours, depending on the nature of the emergency. The National Gas Emergency Service engineers will always make the gas supply safe when called to a suspected gas escape. However, the emergency service provided does not cover repairs to appliances or installation pipework that cannot be completed within 30 minutes. The engineer will explain what course of action you need to take next if applicable.

## Priority services register

If you are a domestic customer who has special requirements, it is important that we are aware of what these may be. Your supplier is obligated to keep a special register of customers who they have been advised are:

- Blind or partially sighted.
- Deaf or hard of hearing.
- Disabled.
- Of pensionable age.
- Chronically sick.
- Living with a minor or someone who qualifies for the service.

These details will then be passed to us so that we can bear in mind any special requirements you might have should we need to visit your home.

You can register your details by:

- Contacting your supplier, who can also register you for other services related to their Priority Services Register. These may include free gas safety inspections of appliances and pipe work (if all adults in the household qualify). Their number is on your latest bill. Your supplier will then pass your details on to us.
- Writing to or calling Independent Pipelines using the telephone number or address on page 2. Please tell us your name, address, telephone number and why you qualify for the Priority Services Register. We will pass your details on to your supplier if you wish.

Once we place you on our Priority Services Register you may choose a password so that if we need to visit your home, you can be confident that the person entering your home is an Independent Pipelines or Envoy employee or contractor acting on our behalf.

We will let you know in advance of a planned interruption to your gas supply where possible, and we will try to keep you informed in the event of an unplanned interruption.

You can also give us the name of a friend or relative to act on your behalf in the event of a gas supply interruption.

Under the Gas (Standards of Performance) Regulations 2005 we will arrange to provide any customers on the Priority Services Register with alternative heating and cooking facilities within 4 hours, or within 8 hours in the case of gas emergencies or unplanned interruptions that affect more than 250 people.

A copy of this Code of Practice in another language, a different format (paper or electronic), large print, Braille or on audiotape is available on request.

## Planned interruptions to your supply

Sometimes we may have to interrupt the gas supply to carry out maintenance on our network. We will write and tell you about a planned interruption to the gas supply in advance where possible.

If you need any further information or advice about a specific planned interruption, please contact us using the phone number at the top of the notification letter advising you of the interruption.

## Entering your home

From time to time we may need to visit your home to inspect or maintain our equipment. Visits will either be made by one of our staff or a contractor working on our behalf, and we will do our best to adhere to any appointments that we make with you. We have arrangements in place so that customers can be sure that all visits are made by appropriate persons:

- All Independent Pipelines or Envoy employees and contractors will have an identity card showing the company name, their own name, a colour photograph of the individual and a contact number in the event that you have any concerns. **Always check a visitor's identity card before letting them into your home.**
- Where possible, all vehicles used for visits to customers' premises will carry the Independent Pipelines, Envoy or contractor's logo.
- Where possible, all Independent Pipelines or Envoy employees will wear clothing indicating they are from Independent Pipelines or Envoy.
- Independent Pipelines or Envoy employees will be able to give you explanations and information on matters relevant to the purposes of their visit.
- Envoy will take steps to ensure that all ID cards are returned when an employee leaves the company.

**If you have any doubts about whether a visitor is genuine, do not let them into your home.**

Independent Pipelines will ensure that its employees and contractors are aware of the contents of this Code and will comply with it at all times. They will be appropriately qualified and fully trained for the purpose of the visit and will be courteous at all times in their dealings with you, giving clear and accurate explanations as well as respecting your premises. If Independent Pipelines or Envoy needs to visit you on behalf of your gas supplier, we will abide by the supplier's Code of Practice that includes similar safeguards.

If you would like to feel more secure, we can agree a password with you when we make an appointment. If your gas supplier has arranged the appointment, please ask them to arrange a password with you for us to use.

## Customer satisfaction

If you have a problem with your gas bill, please contact your gas supplier. Their telephone number can be found on your most recent gas bill.

If you are dissatisfied with any aspect of the service you have received from Independent Pipelines or from Envoy, please contact us and let us know using the details on page 2. A copy of our Customer Complaints procedure can be supplied free of charge and also found on our website at [www.independentpipelines.co.uk](http://www.independentpipelines.co.uk).

## Standards of service

Our service is managed within industry wide standards of performance. If these standards are not met we will, subject to certain conditions, make a payment to you via your gas supplier. Your supplier is obligated to send you details of these standards each year, or you can contact us to request a copy.

Standard	Brief description	Compensation	
		Domestic	Non-domestic
Supply restoration	Resume supply within 24 hours (payment also for each succeeding period of 24 hours where supply is not restored).	£30	£50 (small non domestic)
Reinstatement of customer's premises	Reinstate supply within 5 working days (payment also for each succeeding period of 5 days where supply is not restored).	£50	£100
Priority domestic customers	With prior notice. Provide alternative heating and cooking facilities within 4 hours where supply is interrupted.	£24	
	Provide alternative within 4 hours where supply is interrupted (under 250 customers).	£24	
	Provide alternative within 8 hours where supply is interrupted (over 250 customers).	£24	
Connections	Issue standard quotation within 6 working days	£10	£10
	Issue non-standard quotation within 11 working days (less than or equal to 275 kWh).	£10	£10
	Issue non-standard quotation within 21 working days (greater than 275kWh).	£20	£20
	Provide accurate quotations.	Payments under GS4, GS5 and GS6.	
	Respond to a land enquiry within 5 working days.	£40	£40
	Offer a date of commencement of work within specified period (up to 275kWh).	£20	£20
	Offer a date of commencement of work within specified period (greater than 275kWh).	£40	£40

	Complete connection on agreed date (cost to customer up to and including £1,000).	£20	£20
	Complete connection on agreed date (cost to customer up to and over £1,000 but not exceeding £4,000).	The lesser of £100 or 2.5% of the contract sum.	
	Complete connection on agreed date (cost to customer up to and over £4,000 but not exceeding £20,000).	£100	£100
	Complete connection on agreed date (cost to customer up to and over £20,000 but not exceeding £50,000).	£100	£100
	Complete connection on agreed date (cost to customer up to and over £50,000 but not exceeding £100,000).	£150	£150
Payments	Advise customer, or shipper, of payment and make payment within 20 working days.	£20	£20
Responding to Complaints	Provide initial response within 10 working days where site visit or external enquiries required	£20	£20
	Provide substantive response within 10 working days where site visit or external enquiries required	£20	£20
	Provide substantive response within 10 working days where site visit or external enquiries are not required	£20	£20