



Distributed Gas Information Strategy

September 2017



SGN
Your gas. Our network.



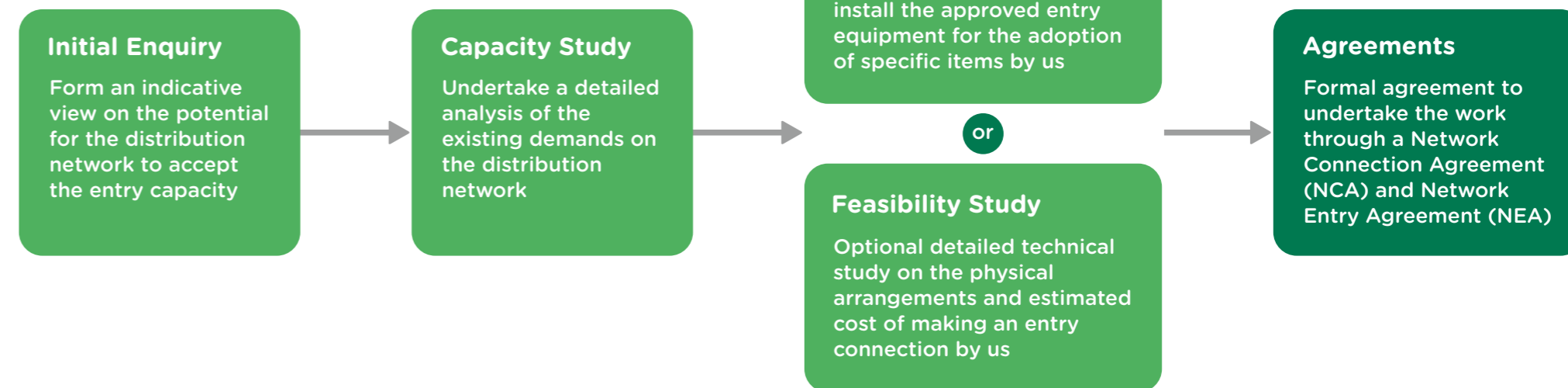
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Foreward

This Distributed Gas Information Strategy has been written to explain how we intend to ensure all existing and potential new users of our distribution network are able to receive a sufficient level of information and satisfactory standard of service in relation to our distributed gas connections process and matters relevant to it.

High-level strategy

The high-level strategy is set out in a five-stage approach, as shown below.



Stakeholder engagement will continue to play an important role in allowing us to understand our customers' needs. This will inform the need for changes in the provision of information to users and identify areas for performance improvement, process improvement or further development.



Detailed strategy

Distributed Gas Connections Guide

We have developed a Distributed Gas Connections Guide, which provides information for customers seeking to connect to our gas distribution network. The Guide provides details of the UK gas industry as a whole, the role of distributed gas, the statutory and regulatory framework and general information on how to get connected.

The Distributed Gas Connections Guide can be found on our website sgn.co.uk

Initial Enquiry

The Initial Enquiry¹ provides customers with an indicative view on the suitability of our distribution network to accept the volume of distributed gas indicated in the customer's submission. This service is free of charge.

The Initial Enquiry response will include:

- The location of the main(s) in relation to the site
- The pressure of the main(s)
- The diameter and material of the main(s)
- A view on the suitability of the main(s) to accept the volume of distributed gas.

We will aim to provide this information within 15 working days² from receipt of the enquiry from the customer.

Capacity Study

The Capacity Study¹ report builds on the information provided under the earlier Initial Enquiry response and develops detailed network analysis on a specific site location to understand any potential constraints on the distribution network. The Capacity Study report is chargeable and will provide a quotation to undertake this work.

The Capacity Study report will include:

- Location of the site
- Network schematics
- Photographs and maps, where appropriate
- Detailed information on the available capacity, and
- Any other relevant information.

We will aim to issue the study within 30 working days² of the receipt of an acceptance from the customer to carry out the work.

Connecting to our network

There are two choices when connecting to our network:

1. You can design and install the facility following the guidance in our Functional Design Specification (FDS) and at the end of which we will adopt specific items of equipment; or
2. We can provide you with a Feasibility Study to carry out the design, procurement and installation of the entry facility.

Adopted Entry Facility

If you decide to follow the adopted route for the entry facility we will provide you with an FDS (SGN/SP/BIO/2) which gives you the technical requirements we would expect the facility to adhere to. Once the facility has been constructed, validated and commissioned we will adopt, as a minimum, the following pieces of equipment:

- Remotely Operated Valve
- Remote Telemetry Unit
- Connecting pipeline to our network.

or

Feasibility Study

Following a request for a Feasibility Study, we will provide a quotation and upon receipt of an acceptance, initiate our construction team to carry out a technical project assessment to determine the physical arrangement of the entry compound and the connecting pipeline to our distribution network³, if applicable. The Feasibility Study will also provide an indication of the costs involved in installing the entry facility equipment and the connection to the network where one has been requested.

The estimated timescale for completion of the Feasibility Study is 10 weeks but is dependent on the project complexity.



¹The Initial Enquiry and Capacity Study are non-competitive and are therefore included in a voluntary Standard of Service.

²The timescales indicated only apply to projects below a network pressure of 7bar and were agreed as part of the Energy Networks Association DN Entry Group.

³The provision of a gas connection service is open to competition. Information of independent connection providers who hold Gas Industry Registration Scheme (GIRS) membership can be found at the following website: <http://www.lloydsregister.co.uk/girs>

Agreements

As previously indicated two scenarios exist for the construction of an entry facility and both need to have a Connections Agreement and Network Entry Agreement in place with us before gas can flow into our network.

In the case of the Adopted Entry Facility a Connections Agreement must be signed between both parties to ensure the installation is fit for adoption and has been designed and constructed in accordance with the FDS. The installation will also require validation and commissioning.

Where we have been asked to construct the facility, and subject to a satisfactory Feasibility Study, we will prepare and issue a Connections Agreement for signature.

The Connections Agreement will form the contractual arrangements to proceed with the detailed design and build of the project. The Connections Agreement sets out both parties' obligations for the onsite works associated with the physical entry connection into the gas distribution network.

The Network Entry Agreement sets out the technical and operational conditions for the entry connection, as required by the Uniform Network Code (UNC). This covers responsibilities for the maintenance and operation of the connection and entry facility. This agreement is required under all circumstances.

The timescales to complete this element of the project can vary depending on the project complexity. As an indication this would normally take between 12 to 18 months from the customer's signed acceptance of the Connections Agreement.

As part of the Network Entry Agreement a risk assessment of gas quality (SGN/PM/GQ8) must be undertaken to understand more fully the implications on the distribution network.

Appendix 1 at the end of this document provides an overview of the Distributed Gas Connections Process.

Stakeholder engagement

In order to add value for our customers we are developing and implementing stakeholder engagement plans for distributed gas. These will keep stakeholders informed about relevant issues, business activities and decision-making and other developments related to distributed gas, increasing two-way understanding.




Contact us

Please contact our Customer Service team with any questions you have.

 **Call us**
0800 912 1700

 **Email us**
customer@sgn.co.uk

 **Write to us**
SGN
2nd Floor
Inveralmond House
200 Dunkeld Road
Perth PH1 3AQ

 **Fax us**
0845 026 0016

If you are deaf or hearing impaired and have a minicom or textphone please contact us on

 **0800 372 787**

If your enquiry remains unresolved you may wish to contact the Ombudsman Services: Energy, who can be contacted as follows:

 0330 440 1624


 enquiries@os-energy.org


 PO Box 966, Warrington, WA4 9DF

 0330 440 1625

 0330 440 1600

Should it prove necessary to refer the matter to Ofgem for a determination, all correspondence should be addressed to:

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

 To find out more about our charges, visit sgn.co.uk



Process Flow Diagram

