



Application for domestic meter box repair

Please complete using capitals

Job address

Where work will be carried out

Correspondence address

If different from job address

Site Contact

Name

Postcode

Postcode

Phone Number

Phone Number

E-mail

E-mail

Meter location

Date

Pricelist All prices include 20% VAT

Job description	Price*	Please tick
Supply and install meter box door Please tick to indicate the meter box type <input type="radio"/> Surface mounted <input type="radio"/> Unibox	£56.46	
Supply and install surface mounted meter box cover and door (excluding back plate)	£142.69	
Supply only - meter box door hinge pins or locks sent by post Please tick to indicate the meter box type <input type="radio"/> Surface mounted <input type="radio"/> Unibox	£12.33	
Supply only - meter box keys sent by post	Free of charge	

* Prices are valid for 90 days from the original enquiry date



Domestic meter box repair outside the M25 area

Q. Who is responsible for maintenance, repair and replacement of meter boxes?

Under the Gas Act 1986, the meter box is part of your property and as such it's the responsibility of the owner and/or occupier to make sure it's well maintained. All replacement meter box work carried out by us is chargeable.

Q. How do I arrange work on a meter box?

We've attached our price list and application form, so all you need to do is tick the work you want us to do, then add your address and contact details. You can pay by sending us a cheque payable to Southern Gas Networks plc or we can call you back if you would like to pay by Debit or Credit card.

Q. What type of work can be carried out on a meter box?

The types of meter boxes we can offer repair work on are shown over the page. We can supply and install meter box covers and doors, door hinges/pins, and locks. We can also supply replacement meter box door hinge pins, locks and door keys.

You can buy meter boxes and related parts from some plumbers' or builders' merchants.

Q. What if the meter position needs changing?

If your meter position needs changing, please contact our Customer Service team on 0800 912 1700 or visit our website sgn.co.uk.



Q. What happens next?

Send the completed application to us at the address below. Once we've received your completed application and your payment has been processed, we'll contact you to arrange an appointment - so please remember to give us your telephone number(s).



connections.performance@sgn.co.uk



SGN
 (Meter Box Repairs)
 St Lawrence House
 Station Approach
 Horley
 Surrey
 RH6 9HJ

Types of meter box



Surface mounted meter box

Supply and installation of a surface mounted meter box door and cover (excluding back plate)

Supply and installation of a surface mounted meter box door

Height	497mm
Width	442mm
Depth	230mm



Unibox

Supply and installation of a Unibox door

Height	500mm
Width	480mm
Depth	290mm

Meter box hinge pins, locks or keys

Repair work to all types of meter box, including supply and installation of hinges/pins, locks and door keys

Supply only of meter box hinge pins or locks, sent by post

Meter box keys can be sent free of charge

Orders for bulk keys will incur a charge, please ask for details

Payment form

Please complete using capitals

I would like to make payment for the work listed on the order form by:
(Please select one of the options below)

- Cheque made payable to 'Southern Gas Networks plc' enclosed
- Credit/Debit Card*

Total cost of work required £

*We accept all major credit/debit cards with the exception of American Express and Diners Club. If you wish to pay by debit or credit card please complete the details below and the acceptance team will call you to take your card details over the phone.

In line with Payment Card Industry Data Security Standards (PCI DSS) and General Data Protection Regulations (GDPR), SGN is working hard to ensure the security of your personal details therefore only accepting card details over the phone on a secure phone line.

Name

Contact Phone Number

Preferred time to call:

(Please note our offices are only open Mon-Fri 9am-5pm)

Please note when submitting your application form, if possible please also provide a photo of your current meter box via e-mail to connections.performance@sgn.co.uk as this will help us in making sure that we are able to provide you with the correct parts.



To access this leaflet in an alternative format please call **0800 912 1700**