



FULCRUM PIPELINES LIMITED  
CODE OF PRACTICE FOR GAS CUSTOMERS



## **ABOUT THIS CODE OF PRACTICE**

This leaflet sets out when and how you might expect to be contacted by Fulcrum Pipelines and how you can get in touch with us to enquire or complain about any service we provide. It also details the special services available for customers who are blind, partially sighted, deaf or hearing impaired as well as explaining the steps that Fulcrum Pipelines takes to ensure that only properly trained, Fulcrum Pipelines staff or contractors make visits to your home.

This leaflet is available in Braille, audio, Welsh, and large print English. We can also provide copies of this document in ethnic minority languages if requested.

For hard copies of the document or for Braille, audio, Welsh or large print English please contact:

**FULCRUM PIPELINES LIMITED**  
2 Europa View  
Sheffield Business Park  
Sheffield S9 1XH

Tel: 03330 146 455

Minicom / Textphone: 03330 146 355

This document was prepared following consultation with the consumer watchdog Energywatch and approved by the industry regulator, the Office of Gas and Electricity Markets (Ofgem).

## **FULCRUM PIPELINES AND ITS CUSTOMERS**

Fulcrum Pipelines is an independent gas transporter, responsible for developing and maintaining pipelines and delivering gas to domestic, industrial and commercial customers.

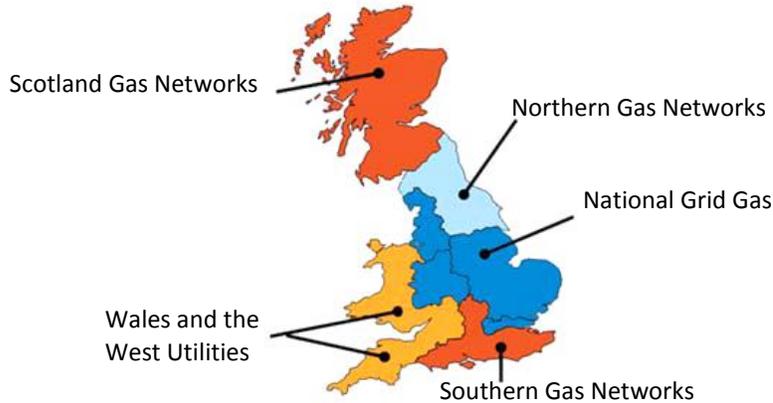
Fulcrum Pipelines does not sell gas but ensures it is piped to you in a safe and efficient manner. The companies that do sell you gas are gas suppliers.

You should contact your gas supplier if you have any questions about buying gas, your gas bill, your meter reading or meter faults. You can find your gas supplier's telephone number on your gas bill or statement.

## GAS EMERGENCIES

National Grid Gas provides the National Gas Emergency Service. This operates 365 days a year, 24 hours a day and emergency calls are free of charge\*.

When you report a gas emergency inside or outside your home to National Grid Gas, they will contact the nominated Emergency Service Providers. The diagram below illustrates the nominated Emergency Service Provider by region.



The Emergency Service Provider will send a properly trained employee or contractor to attend the reported gas emergency.

**IF YOU SMELL GAS, CALL NATIONAL GRID FREE\* ON:**

**0800 111 999**

All calls to this emergency number are recorded and may be monitored for training purposes. Remember, the gas emergency service is open all the time - every day of the year, 24 hours a day and your call will not cost you anything\*.

The operator who takes your details will ask you if there are any special circumstances the emergency engineers need to know about when they call. It will help National Grid Gas to help you if they know of any special needs such as visual or hearing impairment or difficulties with mobility.

If you are deaf or hearing impaired and have a Minicom or Textphone you can use it to call the National Gas Emergency Service.

The National Grid Gas Minicom/ Textphone number is:

**0800 371 787**

If English is not your first language, don't worry, you can still call the National Gas Emergency Service on 0800 111 999 and they will find an interpreter who can translate for you.

\* some mobile providers may charge for this call.

## DEALING WITH GAS EMERGENCIES

As mentioned above, a properly trained representative from your regional Emergency Service Provider may need to visit you to deal with a reported gas emergency. If they are called to your home, the actions they will take are set out in their Code of Practice. You can access their Code of Practices via the following internet web-links:

**Scotland Gas Networks:**

<http://www.scotiagasnetworks.co.uk/ScotiaGas/>

**Northern Gas Networks:**

<http://www.northerngasnetworks.co.uk/>

**National Grid Gas:**

<http://www.nationalgrid.com/uk/>

**Southern Gas Networks:**

<http://www.scotiagasnetworks.co.uk/ScotiaGas/>

**Wales and the West Utilities:**

<http://www.wwutilities.co.uk/>

Alternatively, you can contact Fulcrum Pipelines on 03330 146 455 who will source the relevant Code of Practice and send a copy to you.

Where National Grid Gas receives a report of a gas escape or other gas emergency, including a significant escape of carbon monoxide or other hazardous situation, the Emergency Service Provider will attend the site as quickly as possible, and has a standard of service in place so that it will endeavour to attend the site:

- a) In respect of an uncontrolled gas escape (where the gas leak cannot be stopped by turning the gas supply off at the meter) within 1 hour of the full emergency service details being received:  
and
- b) in respect of a controlled gas escape (where the gas leak can be stopped at the meter), within 2 hours of the full emergency details being received.

When the nominated Emergency Service Provider calls, please tell them if you fall into any of the three categories below, and if there are any other special needs they should know about.

- you are disabled, chronically sick, or of pensionable age;
- you live with anyone who is disabled, chronically sick, or of a pensionable age; or
- you are included on the Priority Service Register (PSR - see information on page 5) operated by your gas supplier.

If it is necessary, for safety reasons, to disconnect the gas supply to your home and you are registered on the Priority Service Register ((PSR) (see information on page 5), the Emergency Service Provider will seek to provide you with alternative temporary heating and cooking facilities (for example hot plates and fan heaters). Failure to provide alternative heating and cooking to those customers on the PSR will attract a compensation payment from Fulcrum Pipelines under our standards of service.

## GENERAL ENQUIRIES

If you wish to make an enquiry or obtain specific information, please use the following numbers to call Fulcrum Pipelines:

**General enquiries:** 03330 146 455

**Minicom/ Textphone:** 03330 146 355

**To obtain your meter point reference number (MPRN), please contact:** 03330 146 455

## WORKING IN THE HIGHWAY

During the essential maintenance and repair of the gas distribution system to ensure continued safe operation there may be some inconvenience caused. We will try to use the most up-to-date techniques to help keep disruption to a minimum. You can expect:

- not less than 5 working days' notice of any mains or service replacement works in your road;
- all vehicles and plant will be parked safely avoiding obstruction to the road and driveways etc.;
- where it is necessary to excavate across access roads and driveways we will always speak to the property owners concerned before starting the work;
- the site will be left in a safe and tidy condition at the end of each working day; and
- Fulcrum Pipelines and its contractors will act professionally and courteously at all times.

## ENTERING YOUR HOME

As mentioned earlier, an Emergency Service Provider, working on the behalf of Fulcrum Pipelines, may need to visit your home to deal with a reported gas emergency.

From time to time, Fulcrum Pipelines may also need to visit your home to inspect or maintain gas equipment on your property or to complete a visit requested by you for work to be done, for example, if we make a new gas connection. The visit will either be made by a Fulcrum Pipelines employee or a contractor working on our behalf.

You can expect that:

- Fulcrum Pipelines staff and contractors are fit and proper persons to enter your home;
- Fulcrum Pipelines recruitment procedures involve appropriate background checks;
- Fulcrum Pipelines staff and contractors 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, without showing undue familiarity. They will give clear, accurate explanations using appropriate and sensitive language and will respect your property and premises;
- all authorised Fulcrum Pipelines employees and contractors will show you an identity card displaying the company name, their own name, a reference number, and a colour photograph of the individual. Included on the card is a phone number to call 03330 146 455 if you wish to confirm the identity of the caller;
- all individuals working on behalf of Fulcrum Pipelines will, where possible, wear relevant branded clothing;
- all Fulcrum Pipelines employees and contractors will be able to explain how to contact the gas emergency service;
- Fulcrum Pipelines takes all necessary steps to ensure that all ID cards are returned when an employee leaves the company or following the expiry date of the card; and
- Fulcrum Pipelines will ensure that its employees and contractors are aware of the contents of this Code of Practice and comply with it at all times.

## **PRIORITY SERVICE REGISTER (PIRS)**

Your gas supplier has licence obligations to maintain a register and to offer special help to its customers who are of pensionable age, disabled (including customers who are blind or partially sighted, or deaf or hard of hearing) or chronically sick. In addition to a number of other free benefits, by registering on the Priority Service Register through your gas supplier, you would be entitled to receive free gas safety inspections of appliances and pipework on your side of the gas meter if all the adults in your household qualify to be on the PSR.

Gas suppliers also operate password schemes through the Priority Services Register. If you arrange an appointment with Fulcrum Pipelines through your gas supplier, the person visiting you will use the password that is recorded on the Register. Please contact your gas supplier or energywatch if you would like to receive further information regarding the free services available to you.

## **PASSWORDS**

If you are not on the Priority Services Register, are blind or partially sighted or if you would like to feel more secure, we can agree a password with you when we make an appointment. We will quote this when we visit you so you will know the caller is genuine.

## **KEEPING APPOINTMENTS**

If you request Fulcrum Pipelines to do work, we will arrange a morning or afternoon appointment with you. If we agree an appointment we will endeavour to meet that appointment unless we agree an alternative date with you.

## **CUSTOMER SATISFACTION AND COMPLAINTS**

If there is a problem with the service you have received from Fulcrum Pipelines, then please contact us in writing, by e-mail or by telephone. It will be helpful, when contacting us, if you can provide any information relating to your case (such as reference numbers) so that we can deal with your concerns more quickly.

We use the information gathered from complaints to identify failures in the service we provide in order to make improvements.

### **HOW TO CONTACT US**

We will be better able to help you if you direct your complaint or query to the office best able to deal with it. Please choose the most appropriate contact details from the descriptions below.

For complaints relating to our services, please contact:

FULCRUM PIPELINES LIMITED  
2 Europa View  
Sheffield Business Park  
Sheffield S9 1XH

Tel: 03330 146 455

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

If your complaint relates to the installation, removal, exchange or maintenance of a meter, please call 03330 146 455.

If you are deaf or hearing impaired and have a Minicom or Textphone you can use it to make a complaint on 03330 146 355.

If English is not your first language, you can call 03330 146 455 and we will find an interpreter who can translate for you.

### **WHAT WE WILL DO TO PUT THINGS RIGHT**

We treat all complaints seriously and confidentially. Your complaint will be handled in a courteous, prompt and straightforward manner. We will investigate your complaint fully and provide you with a substantive response within ten working days of receipt.

If a full response is not possible within this timescale, we will give you details of when you can expect a response and you will be kept informed of progress. Where action is required by Fulcrum Pipelines to put things right we will try to resolve the matter promptly.

Where required, we will make a home visit in order to resolve your complaint or enquiry. If this is the case we will agree a mutually convenient time with you.

## **WHAT NEXT – IF YOU ARE NOT SATISFIED**

If you cannot reach agreement with your complaint, then the matter can be escalated to:

The Network Integrity Manager  
FULCRUM PIPELINES LIMITED  
2 Europa View  
Sheffield Business Park  
Sheffield S9 1XH

Tel: 03330 146 455  
Email: [enquiries@fulcrum.co.uk](mailto:enquiries@fulcrum.co.uk)  
Minicom / Textphone: 03330 146 355

## **INDEPENDENT REVIEW – CONSUMER DIRECT**

We recognise that we may not always succeed in wholly resolving your complaint. If you are not happy, you can, at any time, refer to and seek the assistance of Consumer Direct. Consumer Direct will investigate your complaint but will expect that you first approach Fulcrum Pipelines for help in resolving any problems. You can contact them on:

Consumer Direct Helpline: 0845 040506  
Typetalk for consumers with hearing difficulties: 0845 1281384  
Website: [consumerdirect.gov.uk](http://consumerdirect.gov.uk)

## **THE ENERGY OMBUDSMAN**

If we have taken longer than eight weeks to deal with your complaint, or we have written to tell you that you can't resolve it, you can contact the Energy Ombudsman. They will study your complaint, make a final decision and let you know what they have decided.

The Ombudsman is not able to help you unless you have gone through our complaints procedure first. By law, we have to accept the decision of the Ombudsman.

You can contact the Ombudsman service in the following ways:

ENERGY OMBUDSMAN  
PO Box 966  
Warrington  
Cheshire

Tel: 0845 0550706  
Typetalk for consumers with hearing difficulties: 0845 0511513 or 01925 430886  
Email: [enquiries@energy-ombudsman.org.uk](mailto:enquiries@energy-ombudsman.org.uk)

## STANDARDS OF SERVICE

Fulcrum Pipelines' activities are covered by a range of standards of service. These standards include restoring your gas supply after an unplanned interruption and reinstating your premises following work that we have initiated.

You may be eligible to receive compensation payments if Fulcrum Pipelines does not meet some of these standards. In such cases, Fulcrum Pipelines makes compensation payments to you directly or via your gas supplier.

The table below details our Guaranteed Standards of Service and the compensatory value for failure to meet each standard.

<b>SUPPLY RESTORATION</b>	Where a domestic customer's gas supply is interrupted for 24 hours	£30
	For each succeeding 24 hour period	£30
<b>REINSTATEMENT OF A CUSTOMER'S PREMISES</b>	Reinstatement of the customer's premises to be completed within 10 working days on completion of engineering work initiated by Fulcrum Pipelines,	£50 Domestic £100 Non Domestic
	For each succeeding period of 5 working days	£50 Domestic, £100 Non Domestic
<b>HEATING AND COOKING FACILITIES FOR PRIORITY DOMESTIC CUSTOMERS</b>	Where priority domestic customer's services gas supply is interrupted, alternative heating and cooking facilities are to be provided at the customers premises within:	
	4 hours where notice has been given	£24
	4 hours where less than 250 customers are affected where no notice has been given	£24
	8 hours where more than 250 customers are affected where no notice has been given	£24

<b>CONNECTIONS</b>	Issue a standard quotation in 6 working days for new or altering an existing connection up to 275kWh per hour	£10, plus £10 for each day failure continues
	Issue a non-standard quotation in 11 working days for new or altering an existing connection up to 275kWh per hour	£10, plus £10 for each day failure continues
	Issue a non-standard quotation in 21 working days for new or altering an existing connection greater than 275kWh per hour	£20, plus £20 for each day failure continues
	Respond to land enquiry in 5 working days for a new or altered existing connection	£40, plus £40 for each day failure continues
	Within 20 days offer a date for commencement of works on the connection and substantial completion on specified days up to 275kWh per hour	£20, plus £20 for each day failure continues
	Within 20 days offer a date for commencement of works on the connection and substantial completion on specified days greater than 275kWh per hour.	£40, plus £40 for each day failure continues
	Fails substantially to complete a connection on the date agreed with the customer with quoted cost to customer of:	
	i) up to and including £1000	£20, plus £20 for each day failure continues
	ii) over £1000 to £4000	Lesser of £100 or 2.5% of contract sum, plus the lesser of £100 or 2.5% of contract sum for each day failure continues
	iii) over £4000 to £20000	£100, plus £100 for each day failure continues
	iv) over £20000 to £50000	£100, plus £100 for each day failure continues
	v) over £50000 to £100000	£150, plus £150 for each day failure continues
Fails to provide an accurate quote in accordance with the published Fulcrum Pipelines accuracy scheme	Refund any overcharge	
<b>NOTIFICATION AND PAYMENTS UNDER THE GUARANTEED STANDARDS</b>	Write to the customer or shipper as appropriate and pay the compensation within 20 working days	£20

You can find more details in Fulcrum Pipelines Notice of Rights, which can be obtained by contacting us on:

Tele: 03330 146 455

Minicom / Textphone: 03330 146 355