

## **DOMESTIC GAS AND ELECTRIC CONNECTIONS AND ALTERATIONS - FAQ'S**

### **ELECTRIC**

**Electric service into a Garage** - Should you require an electric service into a garage it is the responsibility of the customer to ensure the floor of the garage is excavated to the required standards. This is not something GTC undertake however GTC can provide technical guidelines.

**Electric Vehicle Charger installations** - GTC do not install Electric Vehicle Chargers. The customer will need to arrange this with an Electric Vehicle Charger installation company. Once the Electric Vehicle Charger has been installed the connection notification should be sent to [Embedded.Generation@gtc-uk.co.uk](mailto:Embedded.Generation@gtc-uk.co.uk)

**Solar Panels (PV) installations** - GTC do not install Solar Panels. The customer will need to arrange this with a Solar Panel installation company. Once the Solar Panel has been installed the connection notification should be sent to [Embedded.Generation@gtc-uk.co.uk](mailto:Embedded.Generation@gtc-uk.co.uk)

**Electric broken meter box replacements** - There are a few options in this scenario. Option 1: GTC can provide a quote to the customer for a service alteration, work will included but not limited to, an engineering team on site, excavation of the area, disconnect the service, remove the cut out, replace the meter box and reconnect the service. The customer will need to co-ordinate this work with the energy supplier as the meter will also need to be disconnected during the works. Option 2: Customer can opt for a meter box surround; this tends to be the more favoured option as will be much cheaper. Meter box surrounds can be obtained online, GTC can recommend <https://www.repairmy-meter-box.com/shop/plastic-overboxes/plastic-overbox-for-gas-or-electricity-meter-boxes/>

**Temporary Electric Supply (TBS)** – If you require a temporary electric supply and will be removed after a short period of time our UMSO team can provide a quote and assist with any queries contact [UMSO@gtc-uk.co.uk](mailto:UMSO@gtc-uk.co.uk). If the supply is going to be used as a permanent supply our My Connections team will provide a quote and assist with any queries contact [myconnections@gtc-uk.co.uk](mailto:myconnections@gtc-uk.co.uk).

**Service length** - Single phase service length can be a maximum length of 29 meters. Anything over will require a mains extension.

**Meters** - GTC only own and operate up to the cut-out , customers will need to contact their supplier to arrange a meter as the meter is owned by the supplier.

**Isolation switch fitting** – Fitting of the isolation switch is the responsibility of the electrician who is connecting the tails, or on some occasions the meter fitter will do it but it depends on the supplier. This is not something GTC undertake.

### **GAS**

**Gas meter position** – “Why can’t I have my meter further than 2m down the wall?” Gas Industry standards state all service routes are to be the shortest route possible. Accordingly, the line of the service should be perpendicular from the nearest elevation of the building to the main. Where the meter position is to be on an adjacent elevation, it shall be no more than 2 meters from the nearest elevation of the building to the main.

## **GENERAL**

**Lead times** - Our general lead time from quote acceptance to completion for new connections is 8-10 weeks and for service alterations/meter moves is 6-8 weeks.

Work may be completed earlier than the standard lead time however this is dependent on the Contractor who the works are issued to, in addition new connections require a road opening notice and these are issued by the local authority.

**Excavations** – GTC will provide excavation details in our technical guidelines, if the customer chooses to do the excavation work themselves. It is important that these technical guidelines are read and fully understood prior to any work commencing.

“Why do I need to excavate for a meter move, it’s only going from floor to wall?”. Access to the buried gas pipework / electric cable will be required to isolate the existing supply so the works can take place.

“Is it economical to do my own onsite excavation for a new connection?”. Only if the connection length from the highway is > 20m. A standard connection cost is up to 20m length.