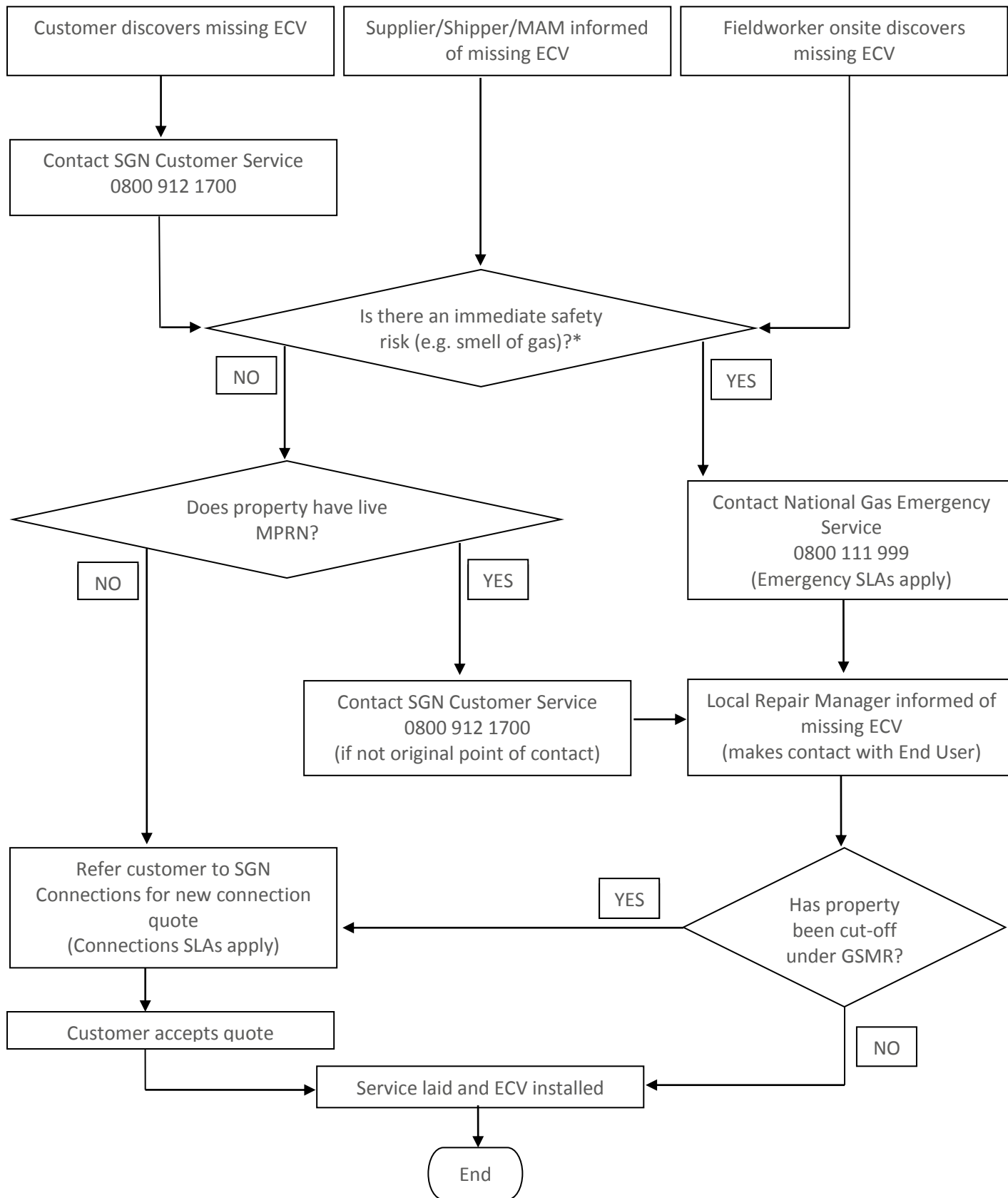


1.0 SGN Missing ECV Process*



*the above process does not cover live and in use supplies with a missing ECV however this would be an exceptional situation and should be reported as an emergency to the National Gas Emergency Service on 0800 111 999

2.0 Purpose

The purpose of this procedure is to show what process should be followed to report and remediate the discovery of a missing Emergency Control Valve (ECV).

3.0 Procedure Text

Occasionally there will be instances where a gas supplier/shipper/meter asset manager (MAM) is informed, or an end user or fieldworker onsite discovers, that a gas supply has no Emergency Control Valve (ECV).

Where an end user discovers a missing ECV, they are advised to contact SGN Customer Service on 0800 912 1700.

Where SGN, a supplier/shipper/MAM or fieldworker onsite have been informed of/discovered a missing ECV, they must determine whether there is any immediate safety risk (e.g. a smell of gas or no gas emergency*) and, if appropriate, report an emergency to the National Gas Emergency Service on 0800 111 999.

Where no immediate safety risk exists, the supplier/shipper/MAM (or SGN if informed directly by end user or other party) must investigate whether the property in question has a live Meter Point Reference Number (MPRN).

IF PROPERTY HAS LIVE MPRN; the customer's address and contact details will be passed to the local depot's Repair Manager via SGN Customer Service. The Repair Manager will make contact with the end user and, having ensured the property has not been cut-off under Gas Safety Management Regulations (GSMR), arrange a suitable appointment to survey and replace the gas service pipe and ECV.

IF PROPERTY DOES NOT HAVE LIVE MPRN, or if the property has been cut-off under GSMR, the end user will be referred to SGN Connections for a new connections quote with the quote being produced and works undertaken under existing Service Level Agreements (SLA).

End of process.

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4.0 Other 'Non-Standard' Issues

SGN will directly attend the following:

- Problems relating to the ECV (e.g. stiff valve, closed valve letting by, etc.)
- Theft of Gas where there is a safety situation (e.g. illegal or dangerous connections, substitute meter, meter by-passed, etc.)
- Stolen meters where there is a safety situation such as a smell of gas

Where issues such as those above exist and where there is no immediate safety situation, SGN should be informed via SGN Customer Service 0800 912 1700.

SGN will not attend missing ECV handles but will supply handles to installers to fit when working on the meter installation (e.g. when installing a Smart Meter).

Unless there is an immediate safety risk such as a smell of gas, no gas or pressure problems, SGN will not directly attend the following:

- Meter bracket/shelf loose
- Meter bracket/shelf missing
- Noisy Meter
- Meter Damaged (rusted/corroded, dial glass broken, or covered in unusual substance, etc.)
- Missing Governor Seal

Jobs relating to these situations should be referred by the end user to the relevant gas supplier who in turn should notify the owner of the meter asset (MAM).

Similarly, unless there is an immediate safety risk, SGN will not directly attend enquiries relating to the existing meter installation pipework, including:

- Lead pipes
- Meter inlet/outlet issues
- Suspected corrosion

If the pipework relates to the meter installation, customers will be referred to the relevant gas supplier who in turn should notify the owner of the meter asset (MAM).

Enquiries regarding internal installation pipework will be referred to a Gas Safe Registered Installer. It is the responsibility of the end user/property owner to arrange this.

Additionally, SGN will not attend damaged meter boxes as these are the responsibility of the property owner, unless the customer has accepted a quote from SGN Connections to supply and fit a new meter box.

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5.0 Definitions

ECV	Emergency Control Valve
GSMR	Gas Safety Management Regulations
MAM	Meter Asset Manager
MPRN	Meter Point Reference Number

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