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## Emergency Services and Enquiry Service Statement

## Introduction

Independent Pipelines is a licensed gas transporter responsible for the safe delivery of gas through its networks to properties across Great Britain.

Independent Pipelines contracts all asset management and customer service activities to its sister company, Envoy. Any queries regarding the activities of Independent Pipelines should be addressed in the first instance to Envoy.

Independent Pipelines does not sell gas but ensures that it is delivered to end customers. The companies that sell gas to consumers and send out bills are called gas suppliers. Any enquiries relating to billing or the supplier's Priority Services Register should be directed to the customer's supplier. Contact details can be found on a recent gas bill.

## Emergency Services and Enquiry Service

This statement is produced in accordance with Condition 6 of Independent Pipelines' Gas Transporter Licence, and has been approved by the Gas and Electricity Markets Authority. It describes the emergency enquiry service available to any person for the purposes of receiving reports and offering information, guidance, or advice about any matter or incident that:

- Causes danger or requires urgent attention, or is likely to cause danger or require urgent attention, in relation to the supply of gas conveyed through our pipes; or
- Involves the escape of gas from our network or any fittings on our network, including escapes involving carbon monoxide.

The enquiry service is continuously staffed and can be contacted 24 hours a day, 365 days a year. The service is free at the point of use.

## Reporting an emergency

To report the smell of gas in a property, a loss of supply or a concern about the safety of our equipment, the National Gas Emergency Service Provider can be contacted free on:

**Telephone: 0800 111 999    Minicom/TextDirect: 0800 371 787**

This number can also be found on customer's gas bills. Calls may be monitored to ensure that customers receive a prompt and efficient service.

The National Gas Emergency Service Provider operates 365 days a year, 24 hours a day. They will carry out works that make the gas supply safe in a prompt and efficient manner, however this service does not cover repairs to appliances or installation pipework that cannot be completed within 30 minutes. They will also pass details of any emergency on our network to us promptly.

If a customer, member of the public or any other person contacts Independent Pipelines or Envoy directly to report an incident, our employees are trained to take details of the emergency and report it to the National Gas Emergency Service Provider promptly and efficiently. They will also offer appropriate safety advice.

## Further information

- All reports and enquiries received in accordance with this statement, whether made by telephone, in writing, or in person, will be processed in a prompt and efficient

manner and in accordance with any relevant guaranteed and overall standards of service set from time to time by Ofgem.

- If any gas supplier chooses to provide its customers with an address and telephone number which differ from those given in paragraph 2 above for the reporting of such matters, that supplier will be responsible for ensuring that full details of all reports are passed promptly to us.
- During an emergency situation, Independent Pipelines or Envoy may provide an enquiry line number to be used by any person to find out about the likely extent or duration of an incident. Every effort will be made to provide precise and up-to-date information. However, if such emergencies are widespread this may not be possible and customers may be referred to other sources, including local radio, for periodic updates.
- Enquiry service staff are trained to provide non-technical advice for the avoidance of danger from the distribution system and from loss of supply. They have the necessary skills in communication and customer contact, but may be assisted by other non-technical staff during widespread emergencies. If technical advice or assistance is required, the enquiry will be passed to an appropriate specialist.
- Independent Pipelines and Envoy will deal with all reports and enquiries strictly on their merits and will not discriminate in the provision of the service between any persons or classes of persons. The establishment, operation and maintenance of the enquiry service shall not restrict, distort or prevent competition in the supply of gas.
- The reporting arrangements set out above are made available to other utilities, local authorities, and emergency services. Appropriate liaison arrangements with these and other representative bodies are in place and are reviewed from time to time to ensure that effective communications are maintained.
- If we have to change the service established in accordance with this statement, we will take steps to inform each authorised gas operator that uses the service as soon as is practicable but in any event prior to the change becoming effective. The current version of the statement is available on our website [www.independentpipelines.co.uk](http://www.independentpipelines.co.uk).
- A copy of this statement will be provided free of charge to any person who asks for it. It will be made available in different formats (paper or electronic), large print, Braille or on audiotape on request.

## Contact details

### Our Address

Independent Pipelines  
Driscoll 2  
Ellen Street  
Cardiff  
CF10 4BP

**General Enquiries Line** 0845 055 6199

**TextDirect** 18001 0871 225 0123

**Fax** 0871 429 0422

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

### Our Office Hours

**Monday – Thursday** 8.30am – 5pm

**Friday** 8.30am - 4.30pm

### Complaints

If you have a complaint regarding any aspect of our service, please do not hesitate to contact us. We will endeavour to resolve your complaint quickly and efficiently in accordance with our complaints procedure.