

# Disconnection Code of Practice

## Introduction

### Disconnection

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Disconnection is either:

- Locking of the gas meter
- Physical removal of the meter; or
- Cutting and capping of the gas service pipe.

This Code covers the disconnection of a gas supply where:

- The premises to be disconnected is occupied as a business or home
- The disconnection is not at the request of the customer

This Code does not cover cases of disconnection where:

- The premises to be disconnected is not occupied as a business or home
- The customer requests the disconnection
- We consider that disconnection is necessary for safety reasons to avoid danger to persons or damage to property
- The disconnection is temporary e.g. maintenance; planned outages or outages to enable us to restore supply to other customers connected to the gas network.

It is the responsibility of the gas supplier requesting the disconnection to ensure that adequate consideration is taken of the impact resulting from the disconnection.

For the avoidance of doubt. in carrying out a disconnection, we assume that the gas supplier requesting the disconnection has complied with any legal requirement or licence obligation and has acted in accordance with its own disconnection code of practice.

## Main principles

### Notice of disconnection

The customer is entitled to notice of disconnection in accordance with their gas supplier's disconnection policy. The reason for disconnection and adequate opportunity to resolve the reason for the disconnection must be provided before the gas supplier requests that Gas Networks Ireland carries out a disconnection.

### Informing the customer

When the crew arrives onsite, they will notify the customer in person (where possible) that a disconnection is taking place. If the notification is not possible, the crew will proceed with the disconnection and leave a card notifying the customer of the disconnection. Except where the premises is vacant or the customer refuses entry, the customer will be given the reason for the disconnection (i.e. gas supplier requested).

### Handling the disconnection

If the crew finds that a customer is vulnerable on arrival at the premises for purposes of disconnection, the crew has the discretion to withdraw from the premises and notify the gas supplier. Cases of sickness or bereavement will be handled sensitively.

### Reconnection

You will need to contact your gas supplier to request a reconnection. The reconnection will be carried out in accordance with the published performance standards of Gas Networks Ireland.

From disconnection through to reconnection, updated information can be received by calling us on **1800 464 464**.

### Confidentiality

We will preserve the confidentiality of the customer and the gas supplier.

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## Procedure

### Notice of disconnection

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#### Gas supplier request

As set out in the gas supplier disconnection code of practice.

#### Breach of Connection Agreement and/or Gas Networks Ireland Terms and Conditions

Notices of such breach will be issued as per the Connection Agreement between Gas Networks Ireland and the customer. Where the breach leads to disconnection, there will be a notice issued at least 2 business days in advance.

### Validation of disconnection request

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#### Gas supplier request

Gas supplier is registered at the Gas Point (via Gas Point Registration Office - GPRO)

#### Breach of Connection Agreement and/or Gas Networks Ireland Terms and Conditions

We will take all reasonable steps to ensure that the disconnection is for a valid reason.

### Informing the customer

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#### Notice

When the crew arrives onsite, they will endeavour to provide the customer with the reason for the disconnection prior to carrying out the work, e.g. gas supplier requested.

#### Reason

Where disconnection takes place, a notice is left with the following information:

- (a) The fact that disconnection has taken place
- (b) The instigator of disconnection (i.e. gas supplier requested, etc.)
- (c) A contact telephone number (Gas Networks Ireland Contact Centre)

### Handling of the disconnection

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#### Scheduling of call

No disconnection calls will be made on a Friday, Saturday, Sunday, eve of a Public Holiday or a Public Holiday.

For the avoidance of doubt, disconnections for safety reasons to prevent injury to persons or damage to property may be made at any time and are not within the scope of this Disconnection Code of Practice.

### **Sickness or bereavement**

Cases of sickness or bereavement will be handled sensitively.

### **No adult present**

In a domestic situation where access to the premises is required to complete the disconnection, and there is no adult present, the crew will withdraw and leave a notice.

### **Vulnerable customers**

Where the customer has been classified as Elderly on the Vulnerable Customer Register, the gas supplier making the disconnection request will be responsible for ensuring that the request is compliant with its licence conditions for such customers and/or any special requirements as notified by the CER.

If we find that a customer is vulnerable on arrival at the premises for the purpose of disconnection, we shall have the discretion to withdraw from the premises and notify the relevant gas supplier. The gas supplier shall pay a site attendance fee.

We shall act in accordance with its Vulnerable Customer Guide.

### **Customers access to information**

Where the disconnection relates to the functions of Gas Networks Ireland, the caller will be authorised to discuss the reason for the disconnection.

In all other cases, the crew will advise the

customer to contact their gas supplier to discuss the reason for the disconnection.

### **No access**

Where there is no access due to vacant premises or where access is denied i.e. the customer prohibits the crew from gaining access to the meter, the crew will withdraw, a notice will be left and the gas supplier requesting the disconnection will be informed.

### **Failure to disconnect**

If the crew is unable to carry out the disconnection request for any reason (including those listed above), the crew will withdraw, a notice will be left and the gas supplier requesting the disconnection will be informed.

### **Offers of payment**

The crew cannot accept payment or agree to arrangements to pay on the gas supplier's behalf.

### **Change of gas supplier**

If, after disconnection, the customer requests immediate reconnection as a customer of another gas supplier, the customer is to be informed that a formal request by the new gas supplier must be made.

The crew will leave the Gas Point disconnected until a gas supplier requests a reconnection.

### **Purpose of call**

No other business will be transacted with the customer as part of a disconnection call.

### **Guaranteed standards**

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Procedures will comply with the Overall Standards of Performance set out in compliance with Condition 13 of the Distribution System Owner\* Licence, as approved by the CER.

*\* Gas Networks Ireland, a private limited company, incorporated in Ireland with registered number 555744 and having its registered office at Gasworks Road, Cork.*

## Definitions

The following definitions are given to assist in reading this Disconnection Code of Practice only.

**‘Customer’** means any third party which has entered into an agreement with a gas supplier to purchase and/or utilise natural gas to be off taken from the Transportation System by that gas supplier at an Off Take Point. For the avoidance of doubt, a customer shall not include a Connected System Operator or a person off taking natural gas for onward delivery through a Connected System.

**‘Crew’** is a person or persons authorised by Gas Networks Ireland to call at a customer’s premises to carry out a disconnection.

**‘Disconnection’** means the deliberate prevention of the supply of gas between the Distribution System and the customer’s premises through the Gas Point for any purpose other than a System outage or emergency.

**‘Distribution System’** means Gas Networks Ireland’s distribution pipelines (as that term is defined in the Act) that are designed to operate at a pressure of sixteen (16) bar or below, and all associated and ancillary facilities to such pipeline system owned and/or operated by Gas Networks Ireland.

**‘Gas Point’** is a metered point at which natural gas may be offtaken from the Transportation System for the purposes of supplying natural gas to an customer’s facilities.

**‘Gas Point Registration Operator (GPRO)’** has the meaning given to it in the Transmission Licence.

**‘Gas Supplier’** means any person that holds a Shipping Licence and has entered into a Framework Agreement with the Transporter.

**‘Commission’** is the Commission for Energy Regulation (CER) and shall mean the body established pursuant to Section 8 of the Electricity Act.

**‘Vulnerable Customers’** shall have the meaning given in S.I. No. 463 2011<sup>1</sup> and are registered as such on the Special Services Register.

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<sup>1</sup> A vulnerable customer means a household customer who is particularly vulnerable to disconnection during winter months for reasons of advanced age or physical, sensory, intellectual or mental health. (S.I. No. 463 2011).

The main contact details for Gas  
Networks Ireland are:

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General Enquiries

**1800 464 464**

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24hr Emergency Service

**1800 20 50 50**

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[networksinfo@gasnetworks.ie](mailto:networksinfo@gasnetworks.ie)

[@GasNetIRL](https://www.instagram.com/GasNetIRL)

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[gasnetworks.ie](http://gasnetworks.ie)