

gasnetworks.ie



Gas  
Networks  
Ireland

# Your Gas Meter Upgrade



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## The meter replacement programme



### Giving you the next generation of gas meters

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Gas Networks Ireland is constantly striving to improve your customer experience. As part of this commitment we are currently replacing older gas meters in your area with new more advanced models.

Your meter will be replaced at no cost to you and with the very minimum amount of disruption possible. The work takes no longer than 45 minutes to complete.

Gas Networks Ireland would like to take this opportunity to thank you for your patience and co-operation while we carry out this replacement programme.

### Your meter replacement appointment

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The Meter Replacement Programme will be taking place in your area in the coming months. We will contact you directly to arrange a time for carrying out the installation of your new meter.

**If the time allocated to you does not suit please let us know by calling 1800 427 737.**

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## Replacing your meter – a few easy steps



As part of the meter replacement programme, we exchange on average **25,000 meters per year free of charge** for our customers. We will continue with this programme until we replace all the meters on our network that have been fitted in excess of 20 years.

### Gas supply interruption

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- A Gas Networks Ireland representative will come to your property to remove your existing meter and replace it with the new meter.
- While we are replacing your existing meter with a new meter we will need to turn off your gas supply temporarily.
- Before your gas can be turned back on again, your appliances must pass a safety check, therefore it is essential that there is someone at the premises to allow us access to your property. We will purge your gas service and ensure that your natural gas appliances are operating in a safe manner.
- We will also be carrying out a safety inspection (I.S. 813 Annex E). This is an extra service we are providing free of charge to our customers to ensure that the internal pipe work and natural gas appliances are operating in a safe manner.
- Every effort will be made to ensure that this interruption is kept to a minimum.

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## Frequently asked questions

### Does it matter which gas supply company I am with?

No. Gas Networks Ireland connects all gas customers to the network regardless of which natural gas supply company you are with.

### Why is my gas meter being replaced?

Gas Networks Ireland is proactive in ensuring that we provide our customers with the best service possible. As such we are undertaking this programme to replace old meters with the next generation of meters.

### How much will the new meter cost me to install?

There will be no charge for replacing your old meter with the new meter. However, for information on services not included in this programme see the relevant section of this leaflet.

### How long will it take to replace my meter?

A standard meter exchange with safety inspection should take approximately 45 minutes to complete. However, if there are any unexpected complications it may take longer. Every effort will be made to ensure that interruption to your supply is kept to a minimum and that the meter exchange is completed in a timely manner.

### Will the gas be turned off during the installation?

Yes, the gas supply to your house will be turned off during the time it takes to exchange your meter and to carry out a safety inspection inside your property.



### Will the new meter be installed in the same place as my existing meter?

Yes, your new meter will be installed in the same location.

### My meter box is outside my front door, why do you need to come into my house?

We have to carry out a safety check to ensure that the gas is getting to each of your natural gas appliances.

### What is a safety inspection?

We will be carrying out a safety inspection on the internal gas pipe work and natural gas appliances in your house in compliance with I.S. 813 Annex E.

### If I need to rearrange the appointment time, is this possible?

You will be contacted in advance to arrange the appointment time. Yes, it will be possible to rearrange the time of your appointment by contacting us on **1800 427 737**.

### What form of identification should I look for?

Our installation contractor will carry photo ID badges identifying them as contractors for Gas Networks Ireland.

The Gas Meter Replacement Programme will help ensure that Gas Networks Ireland continues to provide customers with an excellent service.

The project will also ensure that the Irish gas network remains one of the most modern networks in the world, providing instant access 24 hours-a-day, 365 days-a-year, to natural gas, the most environmentally friendly fossil fuel.

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### What is not included in the meter replacement programme

- Meter relocations are not automatically carried out under the Meter Replacement Programme. If the customer wishes to have the meter relocated, a separate request will need to be made to Gas Networks Ireland. A quotation will be issued and payment must be made before work commences.
- If a gas appliance and / or the internal gas supply pipe (on the customer side of the meter) are found to be faulty during the safety inspection of the customer’s gas installation, it will be isolated in line with safety procedures. The repair of the appliance and / or pipework is the customer’s responsibility.

The main contact details for Gas Networks Ireland are:

**Project Line**  
**1800 427 737**

Lines open Monday to Friday 8am – 8pm  
and Saturday 9am – 5.30pm

**General Enquiries**  
**1800 464 464**

**24hr Emergency Service**  
**1800 20 50 50**

**mrp@gasnetworks.ie**

**@GasNetIRL**  
**gasnetworks.ie**

Please visit our Meter Replacement Programme webpage and video at [www.gasnetworks.ie/mrp](http://www.gasnetworks.ie/mrp) for further information about the programme.



Gas  
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Ireland

**Our telephone numbers have changed.**

Please save these new numbers in your phone.

# If you smell gas...

## **At home**

- Ensure gas appliances haven't been left on and unlit
- Don't smoke, vape or use a naked flame
- Don't unplug or switch anything electrical on or off
- Open windows and doors to let the gas disperse
- Turn off the gas at the meter

## **On the street**

If you smell gas on the street, call **1800 20 50 50** immediately.  
Don't assume someone else will.

# Then:

**Call our 24 hour Emergency Service**

# **1800 20 50 50**

No matter who your gas supplier is.

**If you can't get through, call 999 or 112.**

In the interests of public safety all emergency calls are recorded. Don't use a phone in the immediate area of the leak, use a neighbour's or call from outside.

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