Your new gas siteworks process

Here's what happens when we arrange your new gas siteworks.
You'll need to complete the 'Customer' steps.

Customer	npower	Timescale (approx)
Complete your Gas Siteworks application, detailing your requirements, and return it to us with a scaled site plan.		
	We'll validate your request and send the details to the gas network operator to confirm costs.	24 hours
	We'll provide a quotation for pipework and metering and a gas supply contract.	2-3 weeks for under 275kWh and 4-5 weeks for over 275kWh
You offer to contract by signing and returning both copies of the supply contract and a copy of the quotation along with the required payment.		
	We'll process your acceptance and ask the network operator for plan dates.	24 hours
	We'll provide you with dates for the works on site.	25 working days
	We'll ensure siteworks go ahead as intended and plan meter installation to coincide with completion.	As quoted

Your meter is installed

If you have any further questions about your new connection, please call us on **0845 078 0032**.†

† We may monitor and/or record calls for security, quality or training purposes. The cost of calls to 0845 numbers may vary so please check with your provider for exact charges. Calls to 0800 numbers are free from landlines but not from mobiles.

npower is a registered trademark and the trading name of Npower Limited (registered in England and Wales No.3653277), Npower Gas Limited (registered in England and Wales No.2999919) and Npower Northern Limited (registered in England and Wales No. 3432100) which also acts as an agent for Npower Northern Supply Limited (registered in England and Wales No. 2845740) in the supply of electricity. Registered Office: Windmill Hill Business Park, Whitehill Way, Swindon, SN5 6PB.

npm6342/06.11