

Customer information

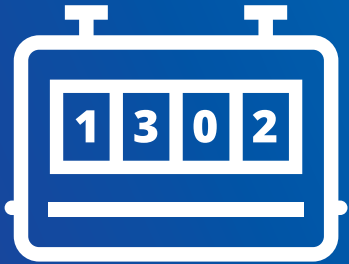


Gas
Networks
Ireland

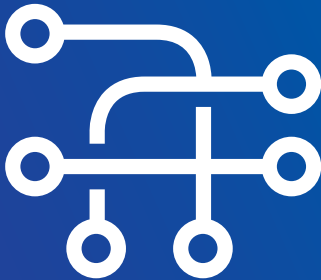
Multi-Occupancy Building **Meter Information Guide**

gasnetworks.ie

Warning



Your gas supply and meter are a valuable piece of infrastructure belonging to Gas Networks Ireland.



They must not be interfered with or tampered with in any way. Any tampering or interference detected, may lead to prosecution.

For safety reasons, please report any such instances to Gas Networks Ireland. You can do this by calling us on **1800 464 464**, emailing **networksinfo@gasnetworks.ie** or completing our online form at **[gasnetworks.ie](https://www.gasnetworks.ie)**.

All reports of suspected tampering will be treated confidentially.

Multi-occupancy buildings

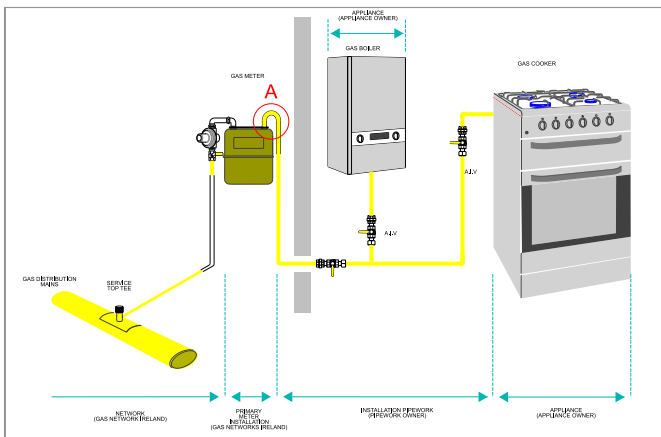
Multi-occupancy building; is a building containing more than one dwelling unit, typically a purpose-built apartment complex. Each apartment or dwelling unit is serviced centrally from a designated meter location within the apartment complex.

Other forms of multi-occupancy building can be;

- an existing single dwelling modified to accommodate a number of separate dwellings, that may be served from a central designated meter location.
- apartments / dwelling units contained in a mixed-use building / complex e.g. shops and offices on the ground floor with apartments / dwelling units on the first floor etc.

Responsibilities

Gas Networks Ireland is responsible for the gas main and service pipe up to and including the point of delivery (including the primary meter installation). The point of delivery in Ireland is defined as the outlet of the primary meter installation, identified as “A” in the diagram below.

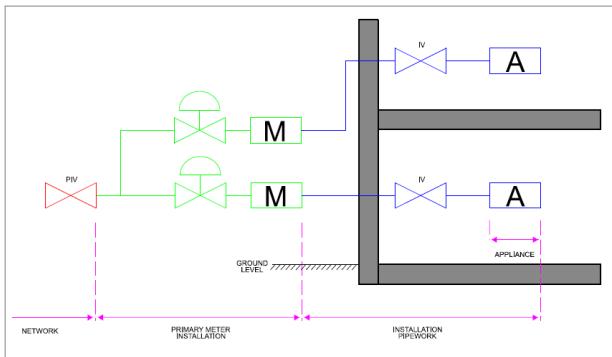


The safe operation and maintenance of the pipework and appliances downstream of the point of delivery, from the time of commissioning, is the responsibility of the owner/occupier/landlord(s) of the property being supplied.

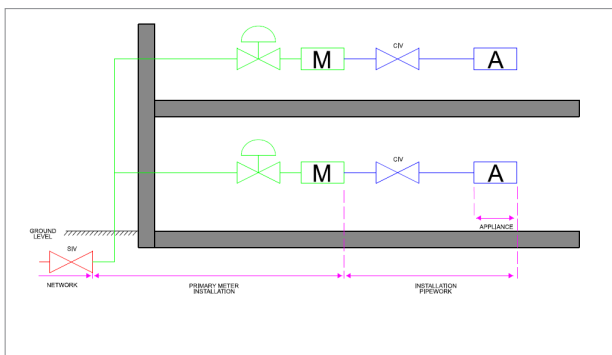
Responsibilities *continued*

Description	Responsibility
Network, including Pressure reduction installation, service isolation valve	Gas Networks Ireland
Primary meter installation	Gas Networks Ireland
Installation Pipework (downstream of the meter)	Pipework owner (for example the property owner, property management company)
Appliance	Appliance owner (for example the property owner, property management company)
Ventilation of ducts, meters etc	Building owner/ Property Management Company

Typical Multi-Occupancy Building layouts and delineation of responsibility:



Typical remote meters outside of a dwelling with isolation valve at property.



Typical internal meter installations within individual dwellings. External network riser.

Installation pipework (downstream of the primary meter)

Make sure you always use a Registered Gas Installer (RGI). An RGI has the required safety qualifications to carry out gas work in your home. A RGI will provide you with a Declaration of Conformance Certificate confirming that the gas work was carried out in conformance with the correct standards and it is safe to use. This is an important document, so keep it in a safe place.


Ideally the owner/occupier/landlord(s) of the property being supplied should have at their disposal descriptive information concerning the location of the pipework downstream of the meter including a plan of its layout which they should keep up to date. This information should also be available where the apartment complex is being managed by a property management or facilities company in the event of an emergency.

In instances where Gas Networks Ireland are required to alter customer pipework (downstream of the meter) as part of a Gas Network Ireland remediation programme, Gas Networks Ireland shall re-certify that installation in accordance with the applicable standard (I.S 813 or I.S 820) prior to completion of the works.

Gas Networks Ireland will require the owner/occupier/landlord(s) to sign "GNI Safety Advice Note" to demonstrate that the specific work carried on that installation at that time was carried out safely and in conformance with I.S. 813 or I.S 820 as applicable.

On completion of that specific work, the safe operation and maintenance of the pipework from the point of delivery (meter outlet) downstream is the sole responsibility of the owner/occupier/landlord(s).

Safety Advice Notice



PLEASE USE BLOCK CARTRIDS DOMESTIC NON-DOMESTIC

Job Number _____ SA: _____
Address _____ **Work carried out**
Issued By _____ Meter Exchange Annex E* Annex K (domestic)
Fitter Number _____ Altered Customer Installation Pipework*** Meter Unlock
Date _____ No Gas - Purge and Relight Gas Escapes
Comments _____

During our visit today Gas Networks Ireland has carried out the following essential safety checks in accordance with Safety Standards I.S. 813 or I.S. 820.

Essential safety checks

Gas leakage test Pressure _____ Duration _____ Result: Pass Fail

Gas meter has been checked for safe operation Visual Inspection

Gas isolation

The gas delivery/isolation valve for this premises is located at: _____

Important safety notice to owner/occupier(s)

*Repair of installations/appliances in a domestic premises or domestic type appliances in an industrial/commercial premises must be undertaken by a Registered Gas Installer (RGI). Please also note a RGI (only trained in domestic gas safety) may not always have the competency to repair a commercial installation/appliance. This should be carried out by a competent person** as specified in I.S. 820.

**This declaration confirms to you the installation owner/operator/occupier that the specific work carried out on this gas installation by Gas Networks Ireland at this time was carried out in accordance with Irish Safety Standards I.S. 813 or I.S. 820. On completion of this specific work, the safe operation and maintenance of this installation from the point of delivery (meter outlet) is the sole responsibility of you the owner/operator/occupier.

Customer Signature: _____ GNI Fitter Signature: _____

ADM081 Rev 4 July 2021 Top Copy: Occupant Blue: Gas Networks Ireland Green: GNI Fitter CL 330720/70521

Meter locations

Meters may be located externally (outside apartment complex) in a designated meter location in purpose-built meter houses or internally (underground carpark, basements or meter room).

The owner/occupier/landlord(s) should have access to these locations in order to isolate their gas meter in the event of an emergency. The meter should be relatively identifiable through a sign, sticker or some form of marking, matching the meter to the apartment or dwelling unit in order for the owner/occupier/landlord(s) to correctly isolate their gas meter.

The following are typical examples of either external or internal meter installations.

External – 6-Way Meter Cabinet

Dimensions of each six meter cabinet:
1160mm high x 750mm wide x 300mm deep.

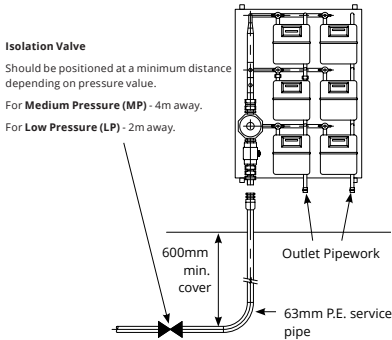
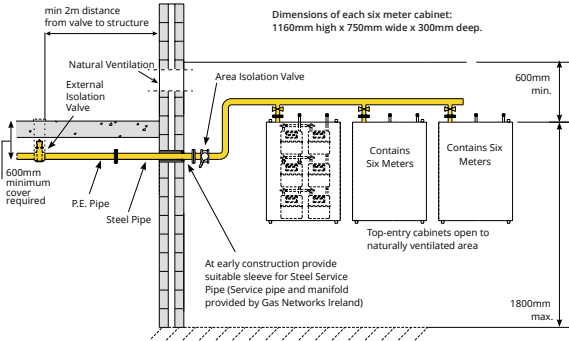


Diagram of pipework and meter cabinet

Pre-fabricated six meter cabinet

Other typical meter installations (multi-occupancy buildings)

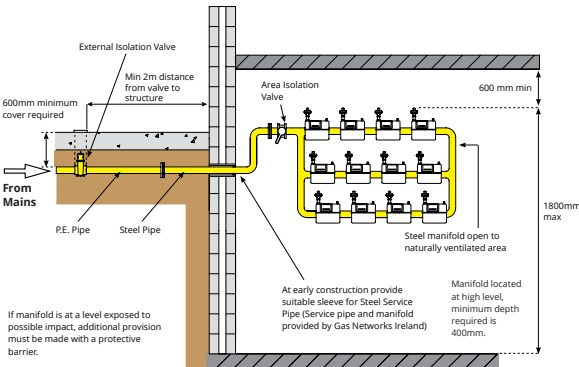
Internal – Meter Position in Naturally Ventilated Basement / Common Area



Top-entry cabinets in underground car park open basement area



Top entry cabinet pre-fabricated off site



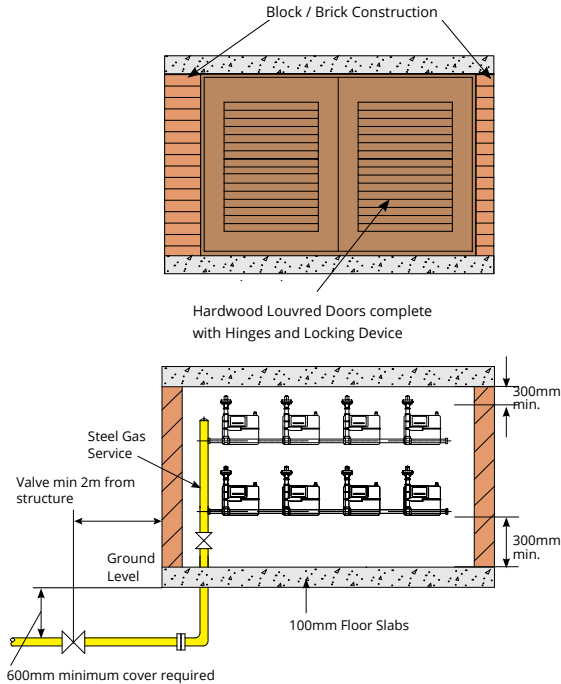
Meters in underground car park / open basement area



On-site meter manifold

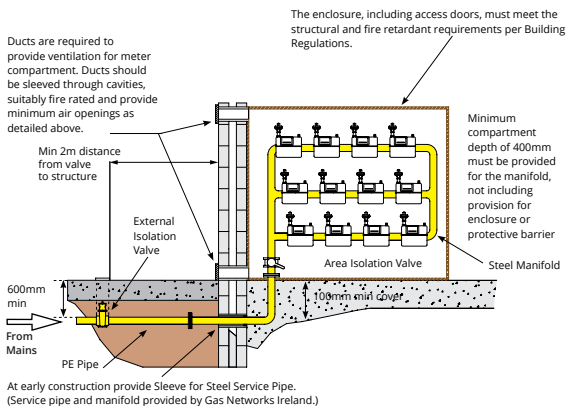
Other typical meter installations (multi-occupancy buildings)

External – Purpose Built Meter Enclosure



Purpose built meter manifold in purpose built meter compartment block/brick construction

Internal – Purpose Built Meter Enclosure



On-site meter manifold

Meter isolation

If you live in a multi-occupancy building, there may be two ways to isolate the gas supply to your property in the event of an emergency;

- The first will be the gas meter itself, however, the gas meter will likely be in a designated area within the building complex.
- The second should be an isolation valve inside your property (i.e. your apartment) where the gas supply pipework enters it.

Make sure you know where your meter and isolation valve are located.

Turning gas off

- First turn off all your natural gas appliance taps and pilot lights.
- The ON/OFF valve which isolates the gas supply to your premises is usually located in close proximity to your gas meter.
- Then turn the safety shut off valve to the 'OFF' position. It is 'OFF' when the lever is at a right angle to the pipe.



Turning gas on

- Ensure that all your gas appliance taps and pilot lights are turned off.
- Then return the safety shut off valve to the 'ON' position. It is 'ON' when the lever is in line with the pipe.
- Then re-light any pilot lights following the manufacturer's instructions for each appliance.



Note: If the natural gas shut off valve is hard to reach or will not operate, call Gas Networks Ireland on **1800 464 464**.

Your meter key

This is your **meter key** for opening your meter box.

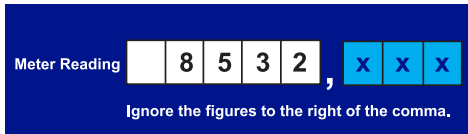
If you have lost or mislaid your meter key you can request one by calling us on **1800 464 464** or emailing networksinfo@gasnetworks.ie. We will send you a new meter key in the post.



Reading your meter

There are two types of meter: **1. Digital Meter** or **2. Clock Type Meter**

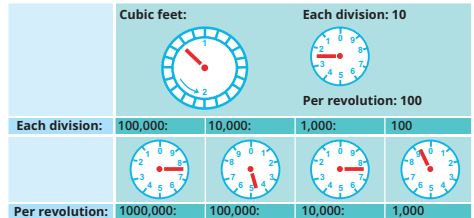
Type 1: digital meter



If your meter has direct reading digits, as shown above, read the figures as they are shown from left to right.

- Do not include digits to the right of the comma.
- The reading on the digital meter example above is 8532.

Type 2: dial card meter



If your meter displays a series of dials (clocks), as shown above, the four small dials at the bottom should be read from left to right. The position of the pointer on the dial indicates what the reading should be.

- If the pointer is between two figures, use the lower figure, e.g. if it is between 7 and 8, use 7.
- However, if the pointer is between 9 and 0, use 9.
- The reading on this meter is 7479.

You can submit your gas meter reading at any time.

Online: Go to **www.gasmeterreading.ie**

or

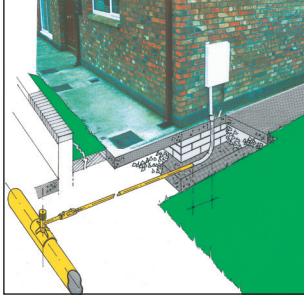
By phone: Call **1800 427 732**

(+353 1 258 0426 from outside Ireland)
on our 24 hour automated telephone service.

It's easy – just follow the steps.

Network pipework locations

Digging into natural gas pipelines can cause major disruption, serious injury and even death. If a pipeline is damaged while work is being carried out, you may be liable to pay pipeline repair costs to Gas Networks Ireland.



Typical service arrangement



Service riser cover



Purpose built multi-meter house (apartment complex).

Gas services

Multi-occupancy building natural gas services are not normally identified on network maps, but their presence should be assumed. Services will normally, but not always, run at right angles from the main to the meter point. To assist in determining the approximate position of gas services ensure you:

- Obtain a natural gas network map from our Dial Before You Dig service to identify the position of the gas main in the street.
- Locate your gas meter box/ cabinet, house entry point, service riser or gas valve cover.
- Older buildings may have no visible signs of a gas service. The service may run underground with the meter fitted inside the building or within the basement. In these cases, check inside the building to identify the meter location.
- The service pipe to your building will normally run in a straight line from the meter box/cabinet to the street.
- Remember, if the property has gas, then there is a gas service pipe underground that provides this supply.

Note: Ensure you utilise safe digging practices to locate the exact position of gas services.

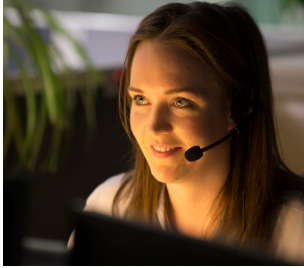


Domestic meter box



Six meter cabinet

Requesting **Gas Networks Ireland** maps



Gas Networks Ireland operates a **Dial Before You Dig** service to enable those involved in excavations to obtain natural gas network maps prior to starting work.

This service operates from 9am to 5.30pm, Monday to Friday.

You can also email your enquiry to:
dig@gasnetworks.ie

Or you can sign up to DBYD online at **gasnetworks.ie/dbyd** and have access to maps 24 hours, 7 days a week.

Maps will be sent out by post or by email where appropriate. When you contact Gas Networks Ireland to request a map, ensure you give the precise location of the intended works. You may be required to give some information regarding the nature of the planned work, i.e. start date, any high risk activity, etc.

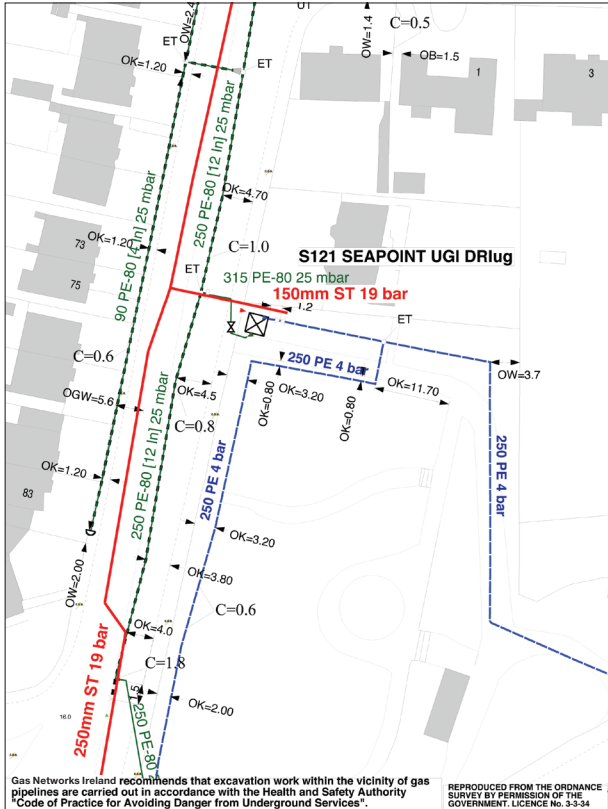
Ensure you have allowed enough time for the maps to be obtained and to organise for the pipe location to be marked out if transmission pipelines are involved.

Note: Typical turnaround for maps is five working days when contact is made through phone or email, however using the online system will allow you instant access to up-to-date maps.

Organisers or planners of any work should ensure that the map is made available to personnel on-site.

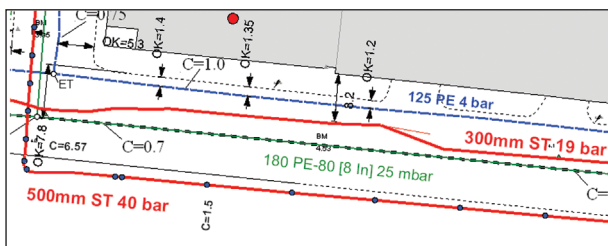
Reading Gas Networks Ireland maps

If you obtain a natural gas network map that shows a **red** Transmission main in the area of the proposed works or a distribution strategic main with a blue buffer, a consultation with Gas Networks Ireland **must** take place **before** starting works. Gas Networks Ireland will advise you on the safety measures required and will arrange for the location of the pipe to be marked out on site.



Abbreviations

- OK = Kerb, Curb
- ORE = Road Edge
- ORB = Rail Base
- OB = Building
- OW = Wall
- OF = Fence
- ODW = Dividing Wall
- OGW = Garden Wall
- RD = Road
- BR = Branch
- RED = Reducer
- C = Cover to top of pipe
- LH = Left Hand
- RH = Right Hand
- SWP = Sweep
- CNR = Corner
- S = South
- N = North
- E = East
- W = West
- No. = Number
- Ctr = Centre
- CL = Centre Line
- Trans = Transition
- DIV = Dividing
- PK = Park
- Conn = Connection
- Opp = Opposite
- Cplg = Coupling
- ST = Steel
- PE = Polyethylene



Examples of Gas Networks Ireland maps

Operation and maintenance access

Gas Networks Ireland will require occasional access to network pipelines and meter installations in order to perform meter reading, periodic maintenance and routine inspections. Any requests for access will be arranged in advance with property owner/occupier or management company.

The property owner/occupier or management company shall not do or cause or permit to be done anything which causes damage or destruction to Gas Network Ireland network and meter installations, interferes with their operation or materially interferes with Gas Networks Ireland access to same.

Gas Networks Ireland shall have the right to install and keep installed, maintained, operate and repair the network and meter installations under GNI responsibility and to carry out work relating to the installation, maintenance, inspection, alteration, removal, extension and replacement of the same as required.



Emergencies

If you smell gas



Ensure gas appliances haven't been left on and unlit.



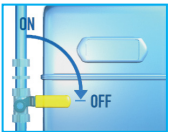
Don't smoke, vape or use a naked flame.



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.

Call our 24hr Emergency Service
1800 20 50 50

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

Don't use a phone in the immediate area of the leak, use a neighbour's or call from outside.

In the interests of public safety all emergency calls are recorded.

The main contact numbers for
Gas Networks Ireland are

24hr Emergency Service

1800 20 50 50

24 hours, 7 days a week

Dial Before You Dig

1800 42 77 47

Monday to Friday 9am – 5.30pm

or sign up to DBYD online

gasnetworks.ie/dbyd

General Enquiries

1800 464 464

Monday to Friday 8am – 8pm

Saturday 9am – 5.30pm

gasnetworks.ie



For “Dial Before You Dig” posters or stickers for your workplace call: **1800 464 464**