

telecoms



House-builders guide to plot service connections



gas

green energy

water

electric



Introduction

At Bethell we understand the complexities, frustrations and delays that can occur when organising a new utility connection. We also appreciate that your Site staff have many trades to deal with and manage on daily basis and often must juggle those trades in order to meet targets. We have been there and help solve these issues over the years and always worked with our customers to get the right result. We strive always to ensure our clients' expectations are exceeded.



We will also explain the impact an abortive visit or delay has on Bethell Utility Services and how we can help overcome the issues you experience.

With this in mind we have designed an “Easy guide” document which will hopefully assist yourselves, on a daily basis and help you make the right decision when calling off plots. We will walk you through the simple process (step by step), highlighting how and what a plot should look like and what to look out for when calling your plots off with ourselves.



Calling a Plot Off

Bethell aim for this to be a very simple process for you. This call off form (*diagram 1*), must only be completed when you know you are going to be ready for a connection. We request this form to be completed 3 weeks in advance of your requested date and by completing this form, you are confirming that all the items needed to be installed or present, will be.

SERVICE CALL OFF

EMAIL BACK TO: MUConstruction@bethell.co.uk

SITE DETAILS

Developer: _____ Work Ref No: _____
 Name of Development: _____
 Contact Name: _____ Position: _____
 Tel No: _____ Fax No: _____

THE FOLLOWING MUST BE COMPLETED BEFORE WORK CAN COMMENCE ON SITE. I CONFIRM, ON BEHALF OF THE DEVELOPER, THAT THE UNDERNOTED POINTS WILL BE COMPLETED TO ALLOW WORK TO BE SAFELY COMPLETED.

CHECKLIST (Please tick if correct)

- No scaffolding erected on plots to be connected
- Property is lock fast & water tight
- WIAPS CERTIFICATES ATTACHED**
- Ducting installed correctly including draw cord
- Gas service pipe installed
- PLEASE NOTE IF WIAPS CERTIFICATES & CONCENTRIC METER ADAPTERS ARE NOT PRESENT, THE CALL OFF WILL NOT BE ACTIONED**
- Meter boxes placed
- Water pipes installed

PLEASE CONNECT THE FOLLOWING PLOTS

Plots Required	Gas	Gas Box Type		Water	Electric
		SC	R		

KEY: SC= Semi Concealed R=Recessed **ALL SERVICES CALLED OFF WILL HAVE METERS FITTED**

DATE WORK REQUIRED: Minimum 3 weeks' notice required. Please note if in Yorkshire a minimum of 5 weeks is required.

Week Commencing: _____ Nominated Elec. Supplier: _____

Signed for on behalf of the Developer: _____ Date: _____

REQUEST CONFIRMATION section to be completed by BUSL admin and emailed back to the Developer.

The above work has been programmed for: _____

DATE: _____ BUSL ADMINISTRATOR: _____

Our representative may visit you 3 days before the above date.

NOTE: Should site conditions change and we are unable to carry out our work, an aborted visit may be charged. If mains are cancelled without 5 working days' notice an abortive visit may again be charged. You MUST re-submit your Multi-Utility Service Connections request form to BUSL in order to facilitate new program dates. Abortive visits have to be re-booked and can take approximately 4 weeks to re-schedule.

To help, we have comprised a short list of the main items that need to be in situ for when we pre-site.

- Property should be secure and watertight (boards are acceptable)
- If Scaffolding is erected, we need access to your meter cupboard
- Meter boxes should be "secure" and in situ
- Meter boxes have doors attached
- All service tails exposed
- Gas meter boxes - spigot installed and sealed.
- Hockey sticks secured
- Concentric meter adaptor installed
- Unobstructed access

Diagram 1

Examples of How a Plot Should Look



✓ Access unobstructed, water-tight, boxes installed & secured, tails showing.



✓ Meter boxes correctly installed.



✓ Tails neatly grouped together.



✓ Electrical meter boxes secured and tails labelled.

Examples of How a Plot Shouldn't Look



! Avoid: Leaving scaffolding erected so we can't get access to the meter cupboards, therefore we cannot connect.



! Avoid: Leaving without watertighting property (no roof, no windows/boards installed) - cannot connect.



! Avoid: Not fixing meter boxes, left unsecured and no doors - cannot connect.



! Avoid: Leaving meter cupboard un-installed - cannot connect.



! Avoid: Be wary of the dangers of having scaffold around an adjacent property close to a live meter box.



! Avoid: Property not watertight, service tails buried, meter cupboards not secured.

The Day of the Connection

We would hope that by the day of the connection that any items missed or installed incorrectly would have been identified by our Pre-site team and rectified by your site staff.



Unfortunately, Bethell have experienced (on a regular basis) where the Site Manager has promised that certain items will be in place by the time we come on the scheduled date which inevitably has led to an abortive visit or delay or even both.

With this in mind, we would like to remind you of the Pre-site process which has been in circulation for some time now.

The Day of the Connection

3a

Following the Pre-site inspection, if the site is confirmed ready by the Bethell representative then the start is confirmed back to the Bethell Planning Department. A Pre-site pro-forma will also be populated by the Bethell Representative and a copy given to the Site Manager confirming everything has passed inspection.



3b

If the site is confirmed not to be ready by the date highlighted on the call-off sheet and agreed by both parties then the process will start again. However, if a revised Pre-site visit can be agreed then the process will commence at 3a.



! However, if the site is deemed not ready for the date highlighted but the Site Manager is adamant that it will be ready, then the Bethell Pre-siter will highlight the deficiencies on a pro-forma and ask the Site Manager to sign the form, agreeing to incur all costs caused by any delay.



Impact of not following the pre-site process?

- Impact on Bethell (abortive visits)
- Impact on the environment (wasted journeys)
- No other work planned for the team
- Frustrated teams
- Impact on client relationship (lack of trust)
- Having to squeeze jobs back in at short notice
- Impact on other customers.

Got any questions for our team? Send us an email at muconstruction@bethell.co.uk