



Q Are there environmental benefits to using natural gas?

A: Emissions from fossil fuels, the main energy source for heating our homes, are contributing to climate change and affecting local air quality.

Alternative energy technologies offer one promising solution, although it will be some time before they become cost-effective and widely available. Natural gas, as a cleaner burning source of fossil fuel than oil or coal, is now commonly believed to offer part of the solution to climate change and problems associated with poor air quality and hence offers significant environmental benefits.

Q Is natural gas safe?

A: Natural gas has been used safely in homes, businesses, schools and hospitals throughout the UK for the past four decades. It is a safe fuel but, as with electricity or open fires, it must be treated with respect. When installing gas appliances in your property you must always use a fully-qualified CORGI registered installer - this is a legal requirement. To find details of CORGI registered installers in your area call CORGI on 01256 372300 or visit www.corgi-gas-safety.com. Your local Yellow Pages Directory will also provide details of registered gas installers. Always ask to see a CORGI ID card before allowing someone to carry out gas work in your home. If you suspect a gas leak call National Grid on 0800 111 999 who operate and manage the 24 hour/365 day emergency service.



Get Connected with ES Pipelines

In the UK some 22 million customers enjoy the benefits of mains gas and soon you could too...



For more information on how you can get connected:



01372 227560
(lines are open Monday - Friday, 8.00am - 6.00pm)



01372 377996



info@espipelines.com



ES Pipelines Limited
Hazeldean
Station Road
Leatherhead
Surrey
KT22 7AA

Q Who are ES Pipelines?

A: ES Pipelines is an Independent Gas Transporter licensed by the industry regulator Ofgem. We develop gas networks in areas not previously served by mains gas and are extending the gas network to communities and businesses throughout England, Scotland and Wales. We already own and operate the gas supply pipelines for approximately 200,000 consumers throughout Great Britain.

Q How will extending the mains gas network in my area benefit me?

A: Natural gas provides homes with an energy option that's not only versatile, convenient, instant and safe, but economical too. Once connected you can take advantage of all the latest gas appliances, including modern high-efficiency boilers that are both cost-effective to run and environmentally friendly. Mains gas is always on tap - you never need to worry about top-up's, reordering, running out or storage - so you can say goodbye to bulky oil tanks, coal bunkers or LPG bottles. It's also more controllable and versatile than electric heating.



Q Does getting connected involve a lot of mess and disruption?

A: While some inconvenience is inevitable, minimising disruption is our foremost concern. Where possible the gas pipe is brought to your property using special excavation techniques to ensure minimal disturbance to your garden and paved areas. In the majority of cases all work takes place outdoors including the installation of a meter box. Exterior meter boxes make it easier for your gas supplier's meter reader to take a reading, even if there's no-one home at the time.

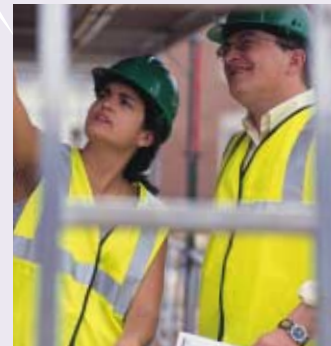


Q Is getting a gas supply to my house expensive?

A: ES Pipelines aims to offer the most cost effective solution for connecting homes and businesses to the national natural gas network. During the initial construction of the gas network in your area the price of connection will be fixed. However, once we have left an area, subsequent 'one off' connections are likely to cost considerably more. We'll let you know as soon as we can what the cost will be for your property if you choose to get connected while our engineers are carrying out work locally. And we'll clearly state when this price offer will come to an end so you'll know by when you have to make your decision.

Q Is it easy to change my central heating to natural gas?

A: Natural gas central heating works in much the same way as oil fired or solid fuel central heating. A natural gas boiler heats water and circulates it around your radiators to warm your home, so when you switch to natural gas you can normally keep your existing radiators. Controls such as a room thermostat, thermostatic radiator valves and boiler thermostat ensure that you use your system as efficiently as possible to control your fuel bills. Modern gas central heating systems can also be designed to provide controllable warmth and hot water for properties previously heated by electric storage heaters, for example.



Q Does ES Pipelines supply the gas?

A: No. ES Pipelines as a gas transporter provides the means through our gas networks for suppliers to deliver gas to their customers. Once you are connected to our network you are free to choose your gas supplier. ES Pipelines can provide details of the gas suppliers currently available in your area or you can visit www.energywatch.org.uk - the gas and electricity consumer body.