

FACT SHEET 4 - METER BOX REPAIRS

How We Categorise Meter Box Repairs ?

Your meter box forms part of the fabric of the property. Responsibility for repairs and maintenance therefore rests with the property owner.

The metering apparatus inside your box belongs to Phoenix Natural Gas and we will, from time to time, carry out inspections, routine maintenance and replace components as necessary.

However where your meter box becomes damaged to the extent that the security and integrity of our meter apparatus is compromised we will insist that you carry out appropriate repairs without delay. If as a consequence of this damage our apparatus malfunctions you will be charged the full cost of repairs.

Meter box damage is classified as follows:

- a) **Critical:** Where water can freely enter the box and/or there is unrestricted access to the service control valve.
- b) **Not to Standard:** Where a box has been modified or damaged rendering it non-compliant to the requirements of BS 6400. In severe cases this could lead to the isolation of the gas supply until the box is replaced or repaired.
- c) **Cosmetic:** Where the meter box cover remains largely intact, compliant to BS 6400, remains secure/lockable and continues to protect the meter apparatus from the elements/unauthorised access but has suffered some damage.

Note: Phoenix Natural Gas promotes meter box self-repair wherever this is practicable. Visit www.phoenixnaturalgas.com/help-and-advice/gas-meter-box-repairs/ for more information on the repair options available.