

Operational Procedure No. 4

Application for Change of Installer

<i>Document Control</i>	
Version:	2.0
Title:	Gas Safety Supervisory Criteria Document
Release Date:	
Reference:	CER/08/130
Author:	Commission for Energy Regulation

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PREAMBLE

Under the Act, the Commission is required to specify certain gas works for which a Completion Certificate must be issued (i.e. Gas Works+).

Only gas installers who are registered with the Body (i.e. RGIs) will have the right to issue a Certificate. Furthermore, an RGI may only issue a Certificate for Gas Works which he/she has carried out.

An Operational Procedure is required to facilitate the situation where a Customer requires a change of installer to complete and/or certify Gas Work which was partially or totally carried out, by a different installer.

This situation can arise for many reasons including:

- workload pressure on the first installer, business difficulties, loss of staff, illness, etc;
- a dispute where the gas installer refuses to complete the work or issue a Certificate thereby frustrating a connection to the network or the use of the installation; or

The objective in developing this Operational Procedure is to ensure a common and consistent approach is implemented by the Body to enable an RGI to be authorised to carry out Gas Works where the original RGI is unable to do so, thus ensuring that the Customer will receive a Certificate and can be connected/reconnected to the gas network if required.

1 APPLICATION FOR CHANGE OF INSTALLER

- 1.1 A person who seeks approval for a change of installer is obliged to request the Body its written approval to the change of installer.
- 1.2 The application for this approval (Change of Installer Application) will be made on the form available on the Body's website (and through such other means as may be specified by the Commission). The Change of Installer Application must be accompanied by all requested documentation and other requirements as may be specified by the Body.
- 1.3 The Body shall publish a procedure for processing applications for a change of installer which shall specify the eligibility criteria to be applied by the Body in evaluating a Change of Installer Application.
- 1.4 The Change of Installer Application Procedure, the fees for that service payable by the Customer and the eligibility criteria to be applied by the Body

in evaluating a Change of Installer Application shall be subject to the approval of the Commission.

- 1.5 The Body shall provide a change of installer approval to the customer for any requests meeting the eligibility criteria specified in the Change of Installer Application Procedure within 14 calendar days of the date of receipt of the Change of Installer Application.
- 1.6 The Body should write to, or try to contact, the original installer to give him/her an opportunity to confirm his/her reasons for not completing the Gas Work in question. The Body may, if requested by the Customer or the new RGI and for a fee, carry out an inspection and report on the work carried out on the installation to date. This inspection shall be carried out as soon as reasonably possible.
- 1.7 The nominated RGI shall not commence Gas Works until the Body approves the Change of Installer Application and the Customer receives the Change of Installer Approval.
- 1.8 The Body's Inspector will inspect the Gas Works after it has been commissioned by the nominated RGI. A fee will be charged by the Body for this inspection.
- 1.9 The nominated RGI will be responsible for issuing a Certificate for the Gas Works and will ensure that the Gas Works meet the requirements for Certification.

2 RECORDS TO BE MAINTAINED

- 2.1 The Body shall maintain records of all Change of Installer Applications received and change of installer approvals granted and copies of associated documentation generated.

3 FORCE MAJEURE

- 3.1 The above procedure is intended to cover the majority of cases likely to arise where a change of installer is necessary to complete Gas Works.
- 3.2 However, there are likely to be a number of cases arising, particularly in the transition period to the new Certification System where, for genuine reasons it will not be possible to comply fully with the above procedure, resulting in failure to have the Gas Works completed and certified. If there are extenuating circumstances likely to cause undue hardship, the Customer (or the Body where the necessity for a change of installer arises from failure of a RGI to complete Gas Works or rectify unsafe Gas Work) can appoint a nominated RGI to carry out and certify the Gas Works at all times keeping the safety needs of the Customer as a priority. Any costs associated with the change of installer procedure should be fully explained to the Customer, who has requested the change of contractor.

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- 3.3 The application of a force majeure clause must be specifically authorised by the Body, it having considered all the circumstances and made whatever investigations it deems appropriate. The installation should in such cases be inspected by the Body and if the Inspector is satisfied that the installation complies with the Technical Rules, then the nominated RGI can issue a Certificate.
- 3.4 A special record of such instances will be kept by the Body and reported to the Commission on a quarterly basis.