

Gas Chronology

Wed 28th Feb

No. 81 reported Gas Leak in the road. Gas turned off on the whole road (about 10 - 15 houses affected).

Wed 28th Feb

Gas Leak in the road fixed, all houses turned back on other than 81 and 83

Wed 28th Feb

Letter from R.Stamp pushed through communal letterbox (**letter1**)

Thurs 1st March

Called British Gas on the emergency number provided to find out why we hadn't been connected, told that supply would resume the next day we should wait for an engineer.

Fri 2nd March

Waited in all day finally called British Gas at 6pm to ask why supply had not resumed, told an engineer would be there in four hours.

Fri 2nd March

Called British Gas at 10pm to ask why supply had not resumed, told we shouldn't be calling that number it was for emergencies only, told to wait someone may arrive during the night.

Sat 3rd March

Called emergency number again, told that someone would be with us in two hours

Sat 3rd March

Engineer arrived at around midday, he tried to resume the supply at the meter but said that there was no supply from the road to the whole building and that there was nothing he could do

Mon 5th March

Contacted by managing agent of building asking me to be present at a site meeting with NG on the 6th

Tues 6th March AM

Site meeting

Present:

- Ron Binder. NG
- Geoff Moore: KS Pipes
- Patrick McHale: Stafford Charles [Managing Agent]
- Glyn Hughes: St. George's Court

At the meeting Ron bender said that they must put in new pipes. Only three possibilities were considered.

1. To run surface pipes throughout the common areas and stairwells of the building The corridors and stairwells are very narrow and we consider this option to be dangerous, especially when people are moving furniture etc. in or out. It will disfigure the building and cause financial loss to flat owners whose property will be devalued, was declined.
2. To run surface pipes through a basement flat to the rear of the building and enter each floor from the outside rear elevation. I cannot get a basement owner to accept this route, I asked Mr. Bender of NG if he would run the pipe in the ceiling void and compensate the flat owner in the sum of a new ceiling, but was told that this was not possible.
3. To run a pipe from Charlwood Street, across the rear elevations of about 9 properties and then connect the flats in St. George's Court. This route is fairly impractical, even if other property owners will accede to this it will take minimum of six months to get permissions from the properties and scaffolding costs alone would cost £200,000 plus.

At the meeting Mr. Bender said he could not discuss any methods of pipe work concealment on the grounds that he was not empowered to negotiate any restitution to building works.

When discussing running a gas pipe to the back of the building through a basement flat, I suggested running it through the ceiling he said 'we don't do ceilings'

Mr. Bender and Mr. Moore both agreed that supply to the basement flat (my own flat) could have resumed immediately that the outside leak had been repaired, but that they would need access to the repaired section of pipe in the road and as the road was being filled in at the time of the conversation it was too late.

I asked them if they could halt the work to the road in order to reinstate the supply immediately, Mr Bender said that it was impossible. Mr. Moore however said that he would get the supply to the basement resumed within a few days.

The conversation ended by my asking for the contact details of a manager at National Grid who would be empowered to negotiate concealed pipe runs. Mr. Bender provided email details of his manager, Mr. Stamp

Mr Moore said he would try and set up a meeting with Mr. Stamp for me.

Tues 6th March PM

Email from Patrick McHale to Robert Stamp, ([email 1](#)) there was no reply to this mail

Tues 6th March PM

Email from Patrick McHale to Robert Stamp, ([email 2](#)) there was no reply to this mail

Tues 6th March PM

Mr. Moore called me offering an appointment on Thurs 10th March with Mr Stamp but I had an appointment outside of London and could not oblige. Asked Mr Moore for Mr. Stamps email address to try and set another meeting.

Tues 6th March PM

Emailed Mr Stamp apologising for not being able to make date offered asked for alternative. ([Email 3](#))

Wed 7th March

Mr. Stamp Replies saying he doesn't wish to meet. (email 4)

Thurs 8th March

My reply to Mr. Stamp asking to escalate the matter (email 5)

Thurs 8th March

Complaint letter to Transco by Alex Ashbourne (a director of St Georges Drive) (letter 2)

Fri 9th March

Resent email 5 to Robert Stamp

Fri 9th March

Email complaint to Energywatch (email 6)

Wed 14th March

Contacted David Ashbourne at Ofgem and send email (email 7)

Wed 14th March

Sent letter to Mark Field our MP (Letter 3)

Thurs 15th March

Received a call from David Ashbourne saying that this is a matter for Energywatch and he will contact them and pass the file to his colleague Marcus Clements

Fri 16th March

Received letter from Energywatch dated 12th March saying that they have written to NG and asked them to contact me within the next 10 days (letter 4)

Mon 19th March

Called Mr Ashbourne again and passed to Mr Clements, Marcus Clements said that he had contacted Energywatch who told him they had contacted NG. NG had reported to Energywatch that an individual (I assume I) was being difficult. Explained the story once more and sent him email (email 8)

Mr Clements expressed concern that neither Energywatch or NG had called us.

Tues 20th March

Sent email to Mr Stamp asking him to respond to my questions within 24 hours (email 9) – no reply

Tues 20th March

Called Mr Clements and copied him in on the mail to Mr Stamp, he said he would call Mr. Stamp immediately and that I should expect a call from Mr Stamp that afternoon. Asked me to let him know if I didn't receive a call.

Tues 20th March

Waited in the office until 6.pm, no call emailed Marcus Clements (email 10)

Thurs 22nd March

Email to Marcus Clements at Ofgem saying I still have not had a call from Energywatch or NG (email 11)

Fri 23rd March AM – Strange Day

An NG subcontractor knocked on my door at 8am saying that he had come to work on the meter for flat 1. Told him that as far as I was knew the gas was not live and provided the background in as far as I could, he went away to check with his head office what he was supposed to be doing. When I left the flat he was still sitting upstairs in his van, he said that his office had told him to stay there, that there was a road crew on its way to dig up the road. He wouldn't give me the number of his office so I gave him my number and asked him or his supervisor to phone me when he knew what was going on. No call received.

Fri 23rd March AM

Received call From Martin Abraham at Ofgem saying the file has been passed to him and giving me the contact details of David Loake at Energywatch

Fri 23rd March AM

Contacted David Loake at Energywatch to see if they knew anything. Found that Energywatch are in Artillery Row about a mile from the house so I went around there and asked if they would come to the building with me, David Loake and Richard ? Accompanied me but weren't a great deal of help.

They told me however that NG had told them that they are using the powers under the gas act that pertains to a leak in the building to keep us without supply. I remarked that it was peculiar that NG hadn't told us that there was a leak in the building at the original site meeting.

NG had also told Energywatch that they had a meeting with our managing agents the day before and that routing of new pipes had now been agreed with us. I told Richard that as far as I knew this was not true, the agents could not agree routes without my agreement anyway.

Richard did not see any reason why my suggested route of following the existing riser could not be used. Advised me to create an inspection hatch in the riser and confirm this with a chartered Gas surveyor who could also check if there was a leak in the building. He couldn't recommend one in central London but said the yellow pages was full of them.

Fri 23rd March PM

Had a call from a Carol at NG who had been told that a meeting had taken place routes agreed etc. I told her that as far as I knew no meeting had taken place, she remarked that she had been lied to! She told me that Mr. Norman a senior manager would call me back, no call received

Fri 23rd March PM

Later in the afternoon I got a call from Wayne at ?????? Utilities (NG subcontractors) He confirmed that I represented No. 83 and tried to confirm that their workmen were outside our building. I told them that they were outside 81 next door he said oh, oh yes that's right, we guarantee to be with you on Monday!

I asked them what they were going to do, they didn't seem to know whether they were going to resurrect the supply to the building, or just the basement or replace the internal pipes.

Fri 23rd March

Called managing agents who confirmed that a meeting with NG had not taken place.

Fri 23rd March

Tried to find a Chartered Gas surveyor who could test the pipes before the meter (the live side) more difficult said than done

Mon 26th March

Waited until 9.30am but no one turned up, the works outside No. 81 carried on.

Mon 26th March

Emailed Marcus Clements at Energywatch to see if they could help locate a Chartered Gas Surveyor ([email 12](#))

Mon 26th March

Martin Abraham replied ([email13](#))

Mon 26th March

Replied to Martin Abraham ([email14](#))

Mon 26th March

Had 40 min call to British Gas explained the problem, asked them to provide a contact who I could send a legal notice to. They said it was nothing to do with them and that I should take the matter up with Transo. Would only provide AdMail Address.

Finally managed to speak to Darren a manager who insisted that he could not provide any contact details but would ensure that Transco turned on the gas at Flat one immediately. (call recorded by them)

Mon 26th March

Sent letter to AdMail address provided putting British Gas on notice of proceedings ([letter 5](#))

Also sent notice via website complaints form.

Note – so far managed to contact four other residents who did the same, all British Gas save for one Atlantic

Tues 27th March

Card from Transco through letterbox of Flat 1 requesting me to contact 0845 606 6766 to arrange appt. for work to be done on meter of Flat 1

Wed 28th March (around 1.30pm)

Called Number - asked what they intended to do, provided history they said since I have no supply they cannot help, gave me another number 0845 6056677 (call recorded by me and them)

Wed 28th March (directly after above)

Called that number, said they couldn't help and didn't know why I had been asked to call them, asked to call 084560912 (call recorded by them)

Wed 28th March (directly after above)

0870 903 9999 - Called number but told that the only way that they could help is if I was prepared to pay for a new gas supply (call recorded by them)

Note - couldn't record last two calls – ran out of tape

Thurs 29th March

Reply from MP ([letter 6](#))