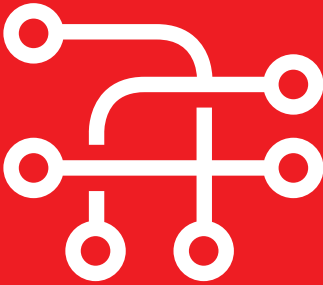
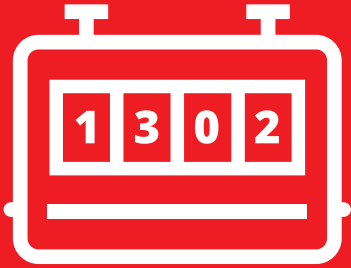


Multi-Occupancy Building **Meter Information Guide**



CALOR

Warning



Please Note: This document applies to Calor owned multi-occupancy building distribution networks only.

The gas supply and meter are a valuable piece of infrastructure belonging to Calor. They must not be interfered with or tampered with in any way.

Any tampering or interference detected, may lead to prosecution.

For safety reasons, please report any such instances to Calor.

You can do this by calling us on **01 450 5000** or emailing **metersupport@calorgas.ie**

All reports of suspected tampering will be treated confidentially.

Multi-occupancy buildings

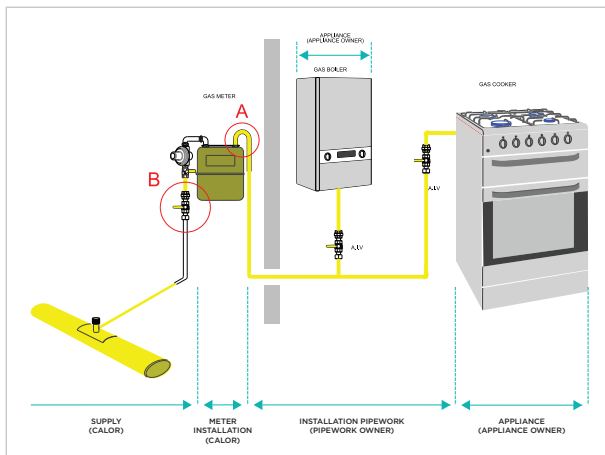
A multi-occupancy building is a building containing more than one dwelling unit, typically a purpose-built apartment complex. Each apartment or dwelling unit is serviced by its own designated meter.

Other forms of multi-occupancy building can be:

- an existing single dwelling modified to accommodate several separate dwellings, that may be served from a central designated meter location.
- apartments / dwelling units contained in a mixed-use building / complex. e.g. shops and offices on the ground floor with apartments / dwelling units on the first floor etc.

Responsibilities

Calor is responsible for the gas tank(s), meter, mains, and service pipe up to and including the point of ownership. The point of ownership is defined as the outlet of the meter installation, identified as “A” in the diagram below. After the point of ownership, the safe operation and maintenance of the pipework and appliances downstream from the outlet of the meter is the responsibility of the owner/occupier/landlord(s) of the property being supplied from the time of commissioning.



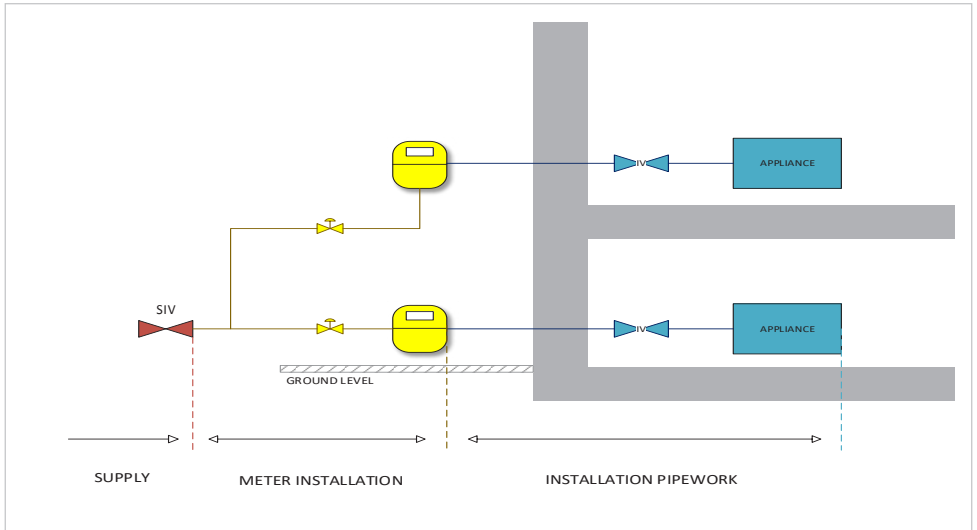
The point of delivery is defined as the point immediately downstream of the control device fitted to terminate the service pipe, identified as “B” in the diagram. Any works from the tank supply, up to and including this point must be undertaken by a Calor installer. Any works on the gas installation beyond this point must be undertaken by a certified registered gas installer (RGI).

Responsibilities continued

Typical multi-occupancy building layout and delineation of responsibility:

Description	Responsibility
Calor gas tank(s) and Metered estate distribution pipework, including Pressure reduction installation service isolation valve	Calor
Meter installation	Calor
Installation Pipework (downstream of the meter)	Owner/occupier/landlord(s)
Appliance	Owner/occupier/landlord(s)
Ventilation of ducts, meters etc	Owner/occupier/landlord(s)

Typical remote meters outside of a dwelling with isolation valve at property.



Installation pipework (Downstream of the meter)

Make sure you always use a Registered Gas Installer (RGI). An RGI has the required safety qualifications to carry out gas work in your home. An RGI will provide you with a certificate confirming that the gas work was carried out in conformance with the correct standards, and it is safe to use. This is an important document, so keep it in a safe place.



Ideally the owner/occupier/landlord(s) of the property being supplied should have at their disposal descriptive information concerning the location of the pipework downstream of the meter including a plan of its layout which they should keep up to date. This information should also be available where the apartment complex is being managed by a property management or facilities company in the event of an emergency.

In instances where Calor are required to alter customer pipework (downstream of the meter) as part of a Calor remediation programme, Calor shall re-certify that installation in accordance with the applicable standard (I.S 813 or I.S 820) prior to completion of the works.

On completion of that specific work, the safe operation and maintenance of the pipework from the point of delivery (meter outlet) downstream is the sole responsibility of the owner/occupier/landlord(s).

Where work is carried out on your installation the owner/ occupier/landlord(s) must always receive the relevant RGI certification to demonstrate that the specific work carried out on that installation at the time was carried out safely and in conformance with I.S.813 or I.S. 820 as applicable.

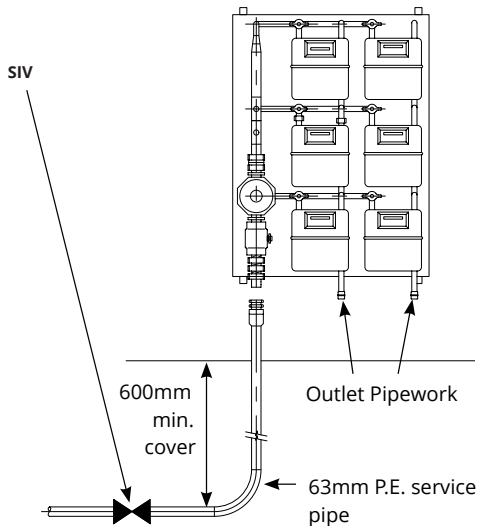
Meter locations

Meters may be located externally (outside apartment complex) in a designated meter location in purpose-built meter houses, or in steel meter cabinets, or in groups of individual meter boxes or perhaps internally (e.g. in a Meter room). Please ensure that you know where your meter is located and that you can access easily.

The owner/occupier/landlord(s) should have access to these locations in order to isolate their gas meter in the event of an emergency. The meter should be identifiable through a sign, sticker, or permanent marking, matching the meter to the apartment or dwelling unit in order for the owner/occupier/landlord(s) to correctly isolate their gas meter.

The following are typical examples of either external or internal meter installations.

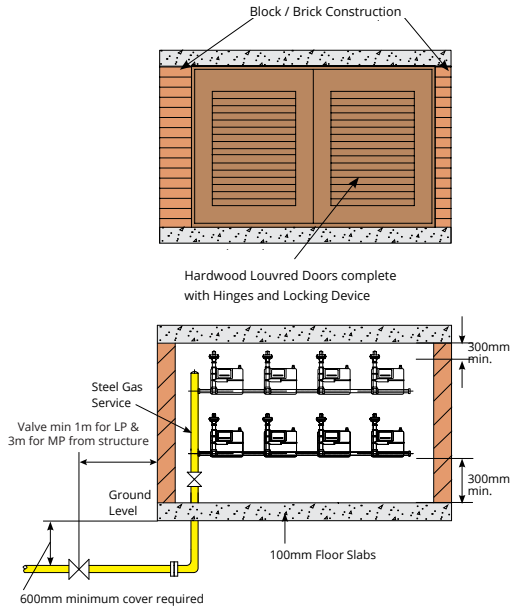
External – Meter Cabinet



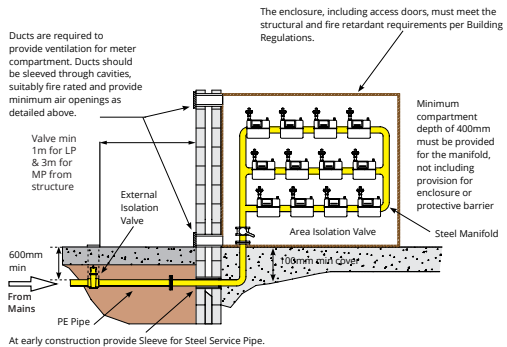
Other typical meter installations (multi-occupancy buildings)



External – Purpose Built Meter Enclosure



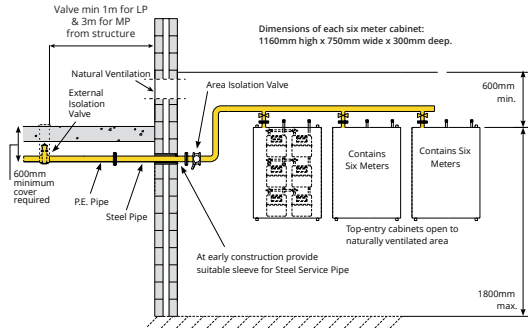
External – Purpose Built Meter Enclosure



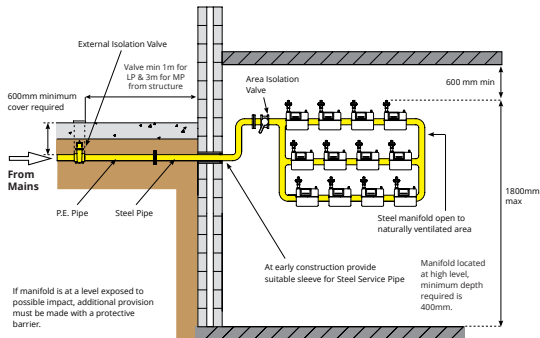
Other typical meter installations (multi-occupancy buildings)



Internal - Meter Position in Naturally Ventilated Basement / Common Area



Top-entry cabinets in underground car park open basement area



Meters in underground car park / open basement area

Please Note: Additional risk mitigation measures may be required when considering installations at low level/underground locations.

Meter isolation

If you live in a multi-occupancy building, there may be two ways to isolate the gas supply to your property in the event of an emergency.

- The first will be the gas meter itself, however, the gas meter will likely be in a designated area within the building complex.
- The second should be an isolation valve inside your property (i.e., your apartment) where the gas supply pipework enters it.

Make sure you know where your meter and isolation valve are located.

Turning gas off

- First turn off all your gas appliance taps and pilot lights.
- The ON/OFF valve which isolates the gas supply to your premises is usually located near your gas meter.
- Then turn the safety shut off Emergency Control valve to the 'OFF' position. It is 'OFF' when the lever is at a right angle to the pipe.



Turning gas on

- This must be undertaken by a Registered Gas Installer (RGI) and they will complete the relevant certification for your installation.



Accessing and Reading the Meter

This is your **meter key** for opening the meter box.

If you have lost or misplaced your meter key, you can request one by calling us on 01 450 5000 or emailing metersupport@calorgas.ie. We will send you a new meter key in the post.



Reading the Calor Meter for your property

Digital meter



If your meter has direct reading digits, as shown above, read the figures as they are shown from left to right.

- Do not include digits to the right of the comma.
- The reading on the digital meter example above is 8532.

You can submit your gas meter reading at any time.

Online*: Go to www.calorgas.ie

or

By phone: Call our Meter Support Team on 01 450 5000

or

By voicemail: Leave a voicemail on 01 533 2026

**Must already be signed up to www.mycalorgas.com*

Calor meter estate pipework locations

Every year underground gas pipes are damaged during small jobs around the home, such as building extensions, new driveways, garden walls or landscaping.

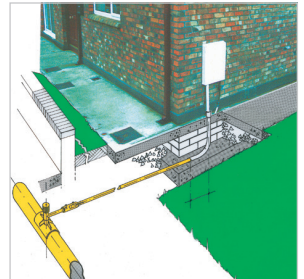
If you are planning to have work done on your property, always be aware of gas pipes that run underground. If you are employing a builder or contractor, make sure to remind them to always dial before they dig by calling Calor on 01 291 6135 or emailing customerengineering@calorgas.ie. Calor will provide the necessary information for working safely in the vicinity of gas pipes. In the interests of your safety, that of your family and of those carrying out the work, it is important to check the location of these underground pipes before beginning any work.

Digging into LPG pipelines can cause major disruption, serious injury and even death. If a pipeline is damaged while work is being carried out, you may be liable to pay pipeline repair costs to Calor gas Ireland.

Gas services

Multi-occupancy building LPG services may not have been identified on a developer's original site drawings, but the presence of underground LPG services should be assumed. Services will normally, but not always, run at right angles from the main to the meter point. To assist in determining the approximate position of gas services ensure you:

- Obtain a Calor gas drawing from our Dial Before You Dig service to identify the position of the gas main in the street.
- Locate your gas meter box/ cabinet, house entry point, service riser or gas valve cover.
- Older buildings may have no visible signs of a gas service. The service may run underground with the meter fitted inside the building. In these cases, check inside the building to identify the meter location.
- The service pipe to your building will normally run in a straight line from the meter box/cabinet to the street.
- Remember, if the property has gas, then there is a gas service pipe underground that provides this supply.
- Note: Ensure you utilise safe digging practices to locate the exact position of gas services.



Typical service arrangement



Surface mounted meter boxes



DIAL BEFORE YOU DIG

If you need assistance or have any concerns, please email dialbeforeyoudig@calorgas.ie or call our “dial before you dig” number on 01-2916135.

Don't put yourself at risk from damaging underground gas services, trial hole and dial before you dig.

95% of all damages to gas pipes are caused by mechanical excavators.

Emergency no. 01 291 6229

Requesting Calor Drawings

Drawings will be sent out by post or by email where appropriate. When you contact Calor to request a drawing, ensure you give the precise location of the intended works. You may be required to give some information regarding the nature of the planned work, i.e., start date, any high-risk activity, etc.

Ensure you have allowed enough time for the drawings to be obtained and to organise for the pipe location to be marked out. Organisers or planners of any work should ensure that the map is made available to personnel on-site.

Please Note: It may take up to 10 working days to receive a requested drawing.



Internals of a meter box

Calor operation and maintenance access

Calor will require occasional access to distribution pipelines and meter installations to perform meter readings, periodic maintenance and routine inspections. Any requests for access will be arranged in advance with the property owner/occupier or management company.

The property owner/occupier/landlord(s) shall not do or cause or permit to be done anything which causes damage or destruction to Calor gas distribution pipework installations, interferes with their operation, or materially interferes with Calor access to same.

Calor shall have the right to install and keep installed, maintained, operate, and repair the distribution pipework and meter installations under Calor responsibility and to carry out work relating to the installation, maintenance, inspection, alteration, removal, extension, and replacement of the same as required.

Notes

IF YOU SMELL GAS

At home

- Ensure gas appliances haven't been left on and unlit
- Don't smoke, vape or use a naked flame
- Don't unplug or switch anything electrical on or off
- Open windows and doors to let the gas disperse
- Turn off the gas at the meter

On the street

- If you smell gas on the street, call **01 291 6229** immediately.
Don't assume someone else will.

24 HOUR GAS EMERGENCY SERVICE: 01 291 6229

IF YOU CAN'T GET THROUGH, CALL 999 OR 112.

In the interests of public safety all emergency calls are recorded.
Don't use a phone in the immediate area of the leak,
use a neighbour's or call from outside.

www.calorgas.ie

