

CASE STUDY

Rapid Response Saves Key Customer from Major Gas Supply Disruption

SERVICE: Gas Connections & Infrastructure
for Combined Heat and Power (CHP)

PROVIDER: National Gas Metering

Overview

Our Operations team received an urgent email from an energy supplier regarding a gas leak at a key customer site. The gas installation was at risk of going off supply—a scenario that would have had significant financial consequences for the end customer's business.

Scope of Works

A new gas regulator was already on order for delivery to the site. However, upon inspection, our team discovered that the existing pipework could not accommodate the new equipment. To ensure the integrity and reliability of the metering system, we took decisive action:



We proposed a full replacement of the meter and pipework to guarantee a safe and permanent solution.



The customer agreed, trusting us to act swiftly and prioritise the safety and needs of their client.



Carl Evans EngTech MIGEM, from our Non-Standard Metering team, immediately mobilised resources to resolve the issue.

Carl sourced labour and a fabricator on the same day and devised a solution to modify an existing module we had in stock. This proactive approach avoided delays of up to four weeks and saved the customer significant costs.

Delivery

A few days after receiving the initial request, our team successfully completed the module modifications, ensuring the customer's site remained fully operational.

We maintained constant communication with the customer throughout the process, providing full visibility and peace of mind.

This incident highlights our commitment to excellence. By prioritising safety, mobilising resources quickly, and finding innovative solutions, we not only resolved the immediate issue but also delivered a long-term fix—allowing our customer to operate without fear of disruption.

INTERESTED IN POWERING YOUR OPERATIONS WITH CHP?

Talk to us about future-ready gas infrastructure:

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