

# Your questions answered...

## Q. Why are you doing this work now?

A. We need to replace these old gas mains and while there is no ideal time to carry out the work, the timescales have been agreed with the local council and other interested parties.

## Q. How will it affect my local area and travel?

A. We'll always provide advance notification if we need to use temporary traffic lights or close a road. If our work affects local bus services, this will be advertised in advance too.

Some on-street parking in your road may be restricted to ensure certain stages of our work can be completed safely. We'll let you know when this is necessary, as your co-operation in keeping sections of the road clear helps keep our work on schedule.

We may need to take up space in the road or on the verge for a site storage area for our equipment. We'll restore any areas we've disturbed as quickly as possible after the project is finished. We'll also make good all road surfaces, pavements and driveways.

## Q. When will you be working?

A. Our hours of work are agreed with the local authority. We will be working five days a week, 8am to 5pm. We are mindful of those people who live in the area and will try to minimise noisy activities where possible.

## Q. How can I find out more about the work and how it might affect me?

A. We'll do our best to keep customers informed. After all, the work we are planning is for your safety. We'll share project information through our website and social media, as well as local press and radio, and leaflets such as this one.

We would welcome any ideas about other ways we can communicate with you to help raise awareness of what we're doing, such as details of community Facebook pages and independent websites, to which we can supply updates as the work progresses.

## Q. Can I get this leaflet in another language or format?

A. We can provide you with this information in a different language or format, for example large print or Braille, by calling our Careline on **0800 975 1818** or emailing [customer@sgn.co.uk](mailto:customer@sgn.co.uk)

## Q. How else can you help me?

A. We're here to keep you safe and warm all day, every day, whether we're upgrading our network or repairing a gas leak. We offer a range of services to provide extra help for those who need it most, including:

- Our free locking cooker valve, which helps keep people with dementia safe in their own home
- Advice on how to protect your family from carbon monoxide poisoning
- Connecting you to our gas network for free or for less through our Help to Heat scheme, if you're struggling to afford keeping your home warm
- Registering you on your energy supplier's Priority Services Register, so you'll receive priority support in a gas emergency or power cut

If you, or anyone you know, could benefit from any of our free extra help services, please visit [sgn.co.uk/extra-help](http://sgn.co.uk/extra-help) or call our Careline on **0800 975 1818**.

## Investing in your gas supply

# King's Park and Croftfoot areas Glasgow



## We'll shortly be starting a project to upgrade the gas network in the King's Park and Croftfoot areas of Glasgow.

This essential work involves the replacement of old, metal gas mains with new plastic pipe to ensure a continued safe and reliable gas supply.

In agreement with Glasgow City Council, our project will start on Monday 6 April 2020 and last approximately 52 weeks.

We'll be working closely with the local authorities throughout this project to minimise the impact of our work on residents and road users. This includes during events at Hampden Park when parking restrictions are in place.

You'll find further details about our project overleaf.

We're committed to upgrading our network to ensure we continue to keep homes and businesses safe and warm long into the future. We're using the latest technology to minimise disruption as we replace our pipes in your community.

All businesses in the local area will remain open as usual. Local small businesses which suffer a genuine loss of trade because of our work may qualify for our compensation scheme. Packs are available from our website, [sgn.co.uk](http://sgn.co.uk), via the Publications section.

If you have any other enquiries about this project, please call us on **0141 418 4106** during office hours (8am to 4pm, Monday to Friday).





# Where is the work taking place?

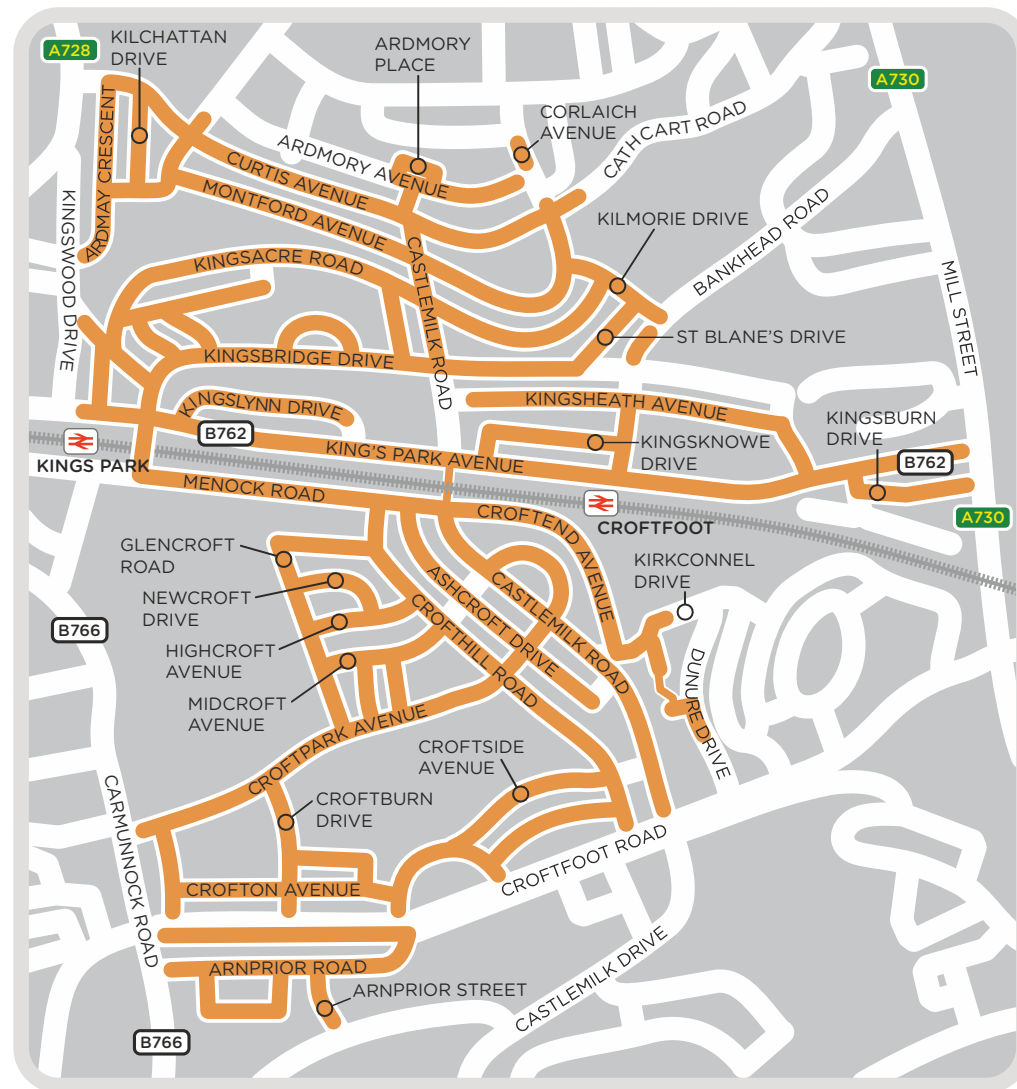
## Key

Work area 

Throughout this project, we'll be working in phases in the streets highlighted in the map.

We'll be in touch by letter prior to beginning work in your street and will always provide advance notification if we need to use temporary traffic lights or close a road.

We are sorry about any inconvenience our work causes and would like to thank road users for their patience. This is a complex engineering project, however we always aim to minimise disruption whenever possible.



**Smell gas?**  
0800 111 999



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