



# We're upgrading our gas mains in your area

We manage the pipe network that distributes natural and green gas to 5.9m customers in homes and businesses across the south of England and the whole of Scotland.

Whoever your supplier is, it's our pipes that deliver your gas.

The existing metal gas mains in your area have reached the end of their useful life and need to be replaced with new yellow plastic pipe that's designed to last for 80 years.



# SGN

Your gas. Our network.

# What to expect when we're working in your area

## Step 1 Preparing for our work

Before our project starts you might see us or our contractors working on your street.

This is so we can deliver and set up any equipment required for our work.

Sometimes we need to use temporary traffic lights, divert local bus routes or close a road to keep the public and our engineers safe. We'll always let you know well in advance.

If you're on the Priority Services Register we'll visit to discuss our work, keeping you updated every step of the way.



## Step 2 Upgrading your gas pipe

When we need to work on your property, we'll visit you to discuss this and give you seven working days' notice. We'll leave a card to remind you.

As well as replacing our gas main in the street, we may have to upgrade the service pipe for your property.

Depending on your meter position we might need to dig on your property, but we'll let you know in advance and talk you through what will be involved.



## Step 3 Turning off your gas and upgrading your gas pipe

On the day of our work, we'll need to enter your property to turn off your gas supply. This allows us to carry out the work safely. We normally do this first thing in the morning.

In some cases we'll have to turn your gas supply off twice, but we won't know until we arrive on site.

If you're registered on the Priority Services Register or are a vulnerable person, we have heating and cooking appliances available for you to use while your gas supply is off.





#### Step 4 Turning your gas back on



When your service pipe has been upgraded, we'll visit you to turn your gas back on. This is normally the same day.

If you're not in, don't worry, we'll leave a card with a phone number for you to call. One of our customer service advisers will send an engineer out to re-visit you as soon as possible.

#### Step 5 Reinstating surfaces and tidying up



If we had to dig on your property, our specialist teams aim to fill any holes and tidy up within five working days.

Specialist material surfaces such as resin might take longer and we'll discuss temporary filling options with you.

New surfaces could take longer to blend in with older, more weathered areas.

Once we are finished at your property, it will be left clean and tidy with boards and barriers removed.

#### Step 6 What happens next

When we're carrying out a large project, you might see us move along or across the road as we move on to the next stage of our work.

We'll tidy up after ourselves as we go and before we leave the street.

When we've finished working in your area, we might send you a survey to find out how we did. All comments are welcome and your feedback will help us deliver a 10/10 service every time.

10/10

## We're sure you'll have some questions

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### Q. What if I am moving home, going on holiday or expecting a delivery during your work?

The last thing we want to do is add to your stress levels, so please speak to one of our onsite engineers or contact our Customer Service Team and we'll try to put special arrangements in place for you.

### Q. Will I be able to park outside my home?

Some on street parking may be restricted, but you'll be able to access your driveway or garage at all times unless previously agreed with you. We may take up some road space or on the verge to store our equipment. We'll restore any areas we've disturbed as quickly as possible after the project is finished.

### Q. Will there be barriers and cones all over the place?

We use barriers and walkboards around any holes we dig to keep everyone safe while we replace the mains. If it's a long section of pipe, we'll need to use a lot, but we'll do all we can to avoid blocking driveways and footpaths unnecessarily.

### Q. What happens if my appliances fail when you reconnect my gas supply?

We're not authorised to repair appliances if we find a fault. You'll need to contact a Gas Safe Registered Engineer to arrange repair.

You can find a registered engineer on [gassaferegister.co.uk](https://gassaferegister.co.uk) or by calling **0800 408 5500**.

### Q. Will you repair my driveway if you have to dig it up?

If we have to dig anywhere on your property, we'll restore the areas of tarmac, paving or grass we've disturbed. We'll match it as closely as we can to the original, but new surfaces may take a while to blend in with older, more weathered areas. Specialist material surfaces such as resin may take longer and we'll discuss temporary filling options with you.



Surface before

Surface after

## Extra help

Taking care of those who need extra help is important to us. While we work in your street, our engineers and contractors will discuss your individual circumstances with you and do all they can to keep you safe and warm.

If you are on the Priority Services Register, we'll visit you to offer extra help if your gas needs to be turned off. We can also help with access to free additional services.

If you would like to know more about how we support customers who need a little extra help, visit [sgn.co.uk/extra-help](https://sgn.co.uk/extra-help)

## Additional services



### Free locking cooker valve

We can supply and fit a free locking cooker valve to help keep people with dementia or autism safe at home.



### Keeping costs down

With our partner organisations, we can arrange further services, information or advice to help you with your energy bills or energy debts.

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## Priority Services Register

You can join the Priority Services Register if you or someone in your home:

- Is over the age of 60
- Has a long-term illness
- Is under the age of 5
- Has a disability

This means you'll get **extra support** if your gas, water or electricity supply is interrupted. Your energy company can also help with other services such as a **free gas safety check**.

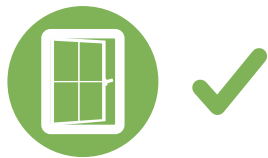
Sign up at  
[sgn.co.uk/psr](https://sgn.co.uk/psr)

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## How to get extra help

To access our free additional services, speak with our engineers on site or contact our Customer Careline team on **0800 912 1818** or email [customer@sgn.co.uk](mailto:customer@sgn.co.uk)

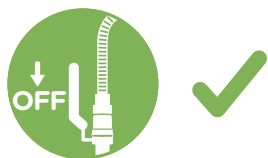
## Follow these six steps if you smell gas:



**DO** open windows and doors to help ventilate the gas



**DON'T** smoke or use any naked flames



**DO** turn off the gas supply at the meter and make sure any gas appliances are turned off



**DON'T** touch any electrical switches. Turning a switch on or off could ignite a gas leak



**DO** call the National Gas Emergency number on 0800 111 999.

Lines are open 24 hours a day, 365 days a year



**DON'T** enter a cellar if you smell gas, even if your gas meter is located in the cellar

Smell gas?  
0800 111 999

# Be carbon monoxide (CO) aware

Our network only carries natural and green gas which is clean and safe, but poisonous carbon monoxide fumes can occur when gas, oil, coal, petrol or wood doesn't burn correctly.

This can be caused by badly fitted or poorly serviced appliances in your home and is **very dangerous** as CO gas has **no smell, taste or colour**.

## Symptoms of carbon monoxide poisoning

The symptoms of CO poisoning to look out for are shown below, and you should **seek medical advice immediately**.



Headaches



Dizziness



Nausea



Collapse



Breathlessness



Loss of  
consciousness



Think there might be CO in your home?  
Call the National Gas Emergency number  
on **0800 111 999** immediately

## Free carbon monoxide alarm

With our partner organisations, we can provide free carbon monoxide alarms to people who are blind, deaf, hard of hearing or living with dementia.

You can speak to one of our engineers or contact our Customer Careline team on **0800 912 1818** or email [customer@sgn.co.uk](mailto:customer@sgn.co.uk)



Get a  
carbon  
monoxide  
alarm





# SGN

Your gas. Our network.

## We're always happy to help

Keeping you safe and warm is our top priority.

If you have any questions about your gas supply, there are many ways you can get in touch:



**WhatsApp**

07490 077 649



**Text**

07490 077 649



**Email**

customer@sgn.co.uk



**Talk**

0800 912 1700



**Live Chat**

sgn.co.uk



**Read more**

sgn.co.uk

You can call us from 8am to 8pm Monday to Friday and 8am to 4pm Saturday.

You can contact us by text, WhatsApp or Live Chat from 9am to 5pm Monday to Friday.



scan me

For more information about our mains replacement projects, please visit: [sgn.co.uk/mrr](https://sgn.co.uk/mrr)