

Investing in your gas supply

Carntyne area



SGN
Your gas. Our network.



We're investing approximately £3m to upgrade our gas network in Carntyne.

This essential work needs to go ahead now to ensure your local community continues to receive a safe and reliable gas supply for many years to come.

In agreement with Glasgow City Council, our project started in April 2023 and will last approximately 12 months. It will involve traffic restrictions including road and lane closures and the use of temporary traffic lights. We'll give you advance notice of any restrictions on our website.

You'll find further details, such as where we'll be working and how to access information on our website, 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.

If you have any other enquiries about this project, please call us on **07800 933 808** during office hours (9am to 4.30pm, Monday to Friday). You can also visit us in Ruchazie Road, at the junction of Newington Street, on Mondays and Wednesdays between 10am and 2pm.

 **Read more**
sgn.co.uk

 **Follow us**
[@SGNGas](https://twitter.com/SGNGas)

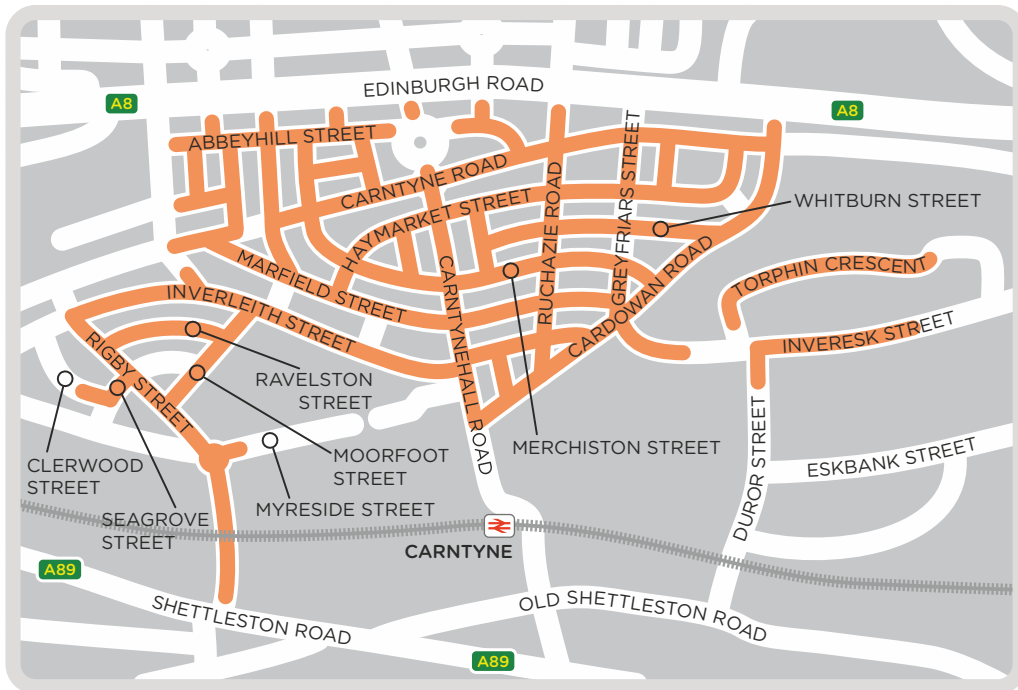
 **Find us on**
Facebook

 **Customer service**
0800 912 1700



Where is the work taking place?

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.



Key

Work area 

We'll be working in the following streets throughout our 12-month project. Most of our work will take place under give-and-take traffic management as we always work to reduce inconvenience as much as possible.

- Abbeyhill Street
- Arniston Street
- Barnton Street
- Cardowan Road
- Carntyne Road
- Carntynehall Road
- Clerwood Street
- Conniston Street
- Dalmahoy Street
- Duror Street
- Glencorse Street
- Gorebridge Street
- Greyfriars Street
- Harwood Street
- Haymarket Street
- Inveresk Street
- Inverleith Street
- Kirkliston Street
- Leadburn Street
- Loanhead Street
- Marfield Street
- Merchiston Street
- Moorfoot Street
- Myreside Street
- Newhaven Street
- Newington Street
- Piershill Street
- Pilrig Street
- Ravelston Street
- Rigby Street
- Ruchazie Road
- Saughton Street
- Seagrove Street
- Straiton Street
- Torphin Crescent
- Whitburn Street

Sometimes we may need to implement temporary traffic lights or temporarily close a road. Whenever we do this, we'll ensure we maintain access for residents at all times. We'll also provide advance notice of any significant traffic management on the project page on our website and on Twitter @SGNgas. You can scan this QR code to view our project page. We'll update this as the project progresses.



Smell gas?
0800 111 999



If you need this leaflet in a different format or language, call 0800 975 1818

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 Monday to Saturday, 7.45am to 4.15pm. We'll also be working on Sundays when required. 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

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 or call our Careline on **0800 975 1818**.