



We're upgrading the gas pipes to your building

We manage the pipe network that distributes natural and green gas to 6m 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.

We'll soon be starting work to upgrade the gas pipes in your building to keep you and your neighbours safe and warm into the future.



SGN

Your gas. Our network.

What to expect when we're working in your building

Step 1 Preparing for our work

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

We'll be replacing the existing gas pipes that feed your building, known as riser pipes. The risers could be inside or outside your building and we often need to use scaffolding to keep you and our engineers safe.



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

Step 2 Upgrading your gas pipe

Our engineers will check with you to find out where your gas meter is located and discuss whether we need to move your meter closer to our new pipe. This could be inside your home, on the outside in a meter bank or in a meter box at ground level.

If we do need to move your meter, we will agree a suitable date and time with you.



Step 3 Turning off your gas

Once we've upgraded the risers in your building, we'll need to enter your property to turn off your gas supply to allow us to safely transfer your meter to the new gas service pipe.

If you're registered on the Priority Services Register or if someone in your household is vulnerable, 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 our upgrade work is complete and your meter moved (if required) we'll turn your gas back on. This is normally the same day.

We may have to visit you again to decommission our old pipework, but we'll discuss this with you.

Step 5 Reinstating surfaces and tidying up



When we've finished our project, we'll reinstate any holes in footpaths or roads and any internal work within five working days.

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 any equipment removed. We will remove scaffolding as soon as it's safe to do so.

Step 6 What happens next

When we're finished working in your building, you might see us carrying out work on other nearby buildings.

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

When we've finished our work, 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.





We're sure you'll have some questions

Q. What is a riser pipe?

A riser is a single pipe that carries gas to multiple properties in one building, such as a block of flats. The smaller gas pipe that runs from the riser pipe into your home is called a service pipe

Q. Do you need access to my home?

Yes, we'll need access to your property while we replace your riser pipe, this can be up to three times however we will discuss these appointments with you in advance.

Q. How can I find out more while the work is going on?

Every project has a dedicated project manager who will give tenants and landlords updates. We'll also post useful information in your building, and you can contact our Customer Service team. You'll find our contact details at the back of this leaflet.

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. 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 list of registered engineers on [gassaferegister.co.uk](https://www.gassaferegister.co.uk) or by calling **0800 408 5500**.

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

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.

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

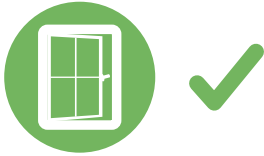
This means you'll get **extra support** if your gas, water or electricity supply is interrupted. Your energy company can also help with other services such as a **free gas safety check**.

Sign up at
sgn.co.uk/psr

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 975 1818** or email customer@sgn.co.uk

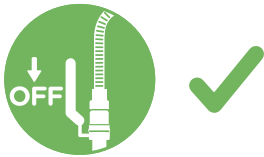
Follow these six steps if you smell gas:



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 975 1818** or email **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.

For more information about our mains replacement projects, please visit: sgn.co.uk/riser



scan me