

Investing in your gas supply

Cleveden Road area, Glasgow



SGN
Your gas. Our network.



From Monday 14 April we'll begin critical work to upgrade the gas network in the Cleveden Road area of Glasgow.

This work is essential to ensuring a safe and reliable supply of gas continues to be delivered to Glasgow homes and businesses.

The project is part of a wider programme of work taking place in the north west of Glasgow, totalling an investment of £4.3 million. The project involves upgrading the capacity of our gas network to cope with future gas demand in north west Glasgow.

Our work has been planned in close consultation with Glasgow City Council. All our temporary traffic lights will be manually controlled during peak times - 7am to 9am and 2.30pm to 6.30pm (subject to site conditions). Access for residents will always be maintained during road closures.

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.

If you have any other enquiries about this project, please call us on 0800 912 1700 during office hours (9am to 4.30pm, Monday to Friday).





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 
Diversion 



We'll be carrying out our work in phases to minimise inconvenience as much as possible. All dates are approximate and subject to change.

Phase one - From Monday 14 April to Wednesday 23 April

Temporary two-way traffic lights will be in place in Cleveden Road at the bridge, near its junction with Skaethorn Road and Dalsholm Road.

Phase two - From Thursday 24 April to Monday 5 May

Cleveden Road will be closed both ways between the bridge and its junction with Skaethorn Road and Dalsholm Road. A signed diversion will be in place via Kelvindale Road, Maryhill Road and Cowal Road.

Phase three - From Tuesday 6 May to Monday 19 May

Cleveden Road will remain closed both ways between the bridge and its junction with Skaethorn Road and Dalsholm Road. The diversion will be unchanged. Temporary two-way lights will also be in place at this junction.

Phase four - From Tuesday 20 May to Friday 4 July

Temporary three-way traffic lights will be in place at the junction of Cleveden Road, Skaethorn Road and Dalsholm Road.



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, 8am to 4.15pm. 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**.