

## SGN press releases 2012 (archive)

Please note, these press releases are archived from 2012 and information which was accurate at time of publication may be out of date now. For our latest news, press releases and contact details, please visit [sgn.co.uk](http://sgn.co.uk).

### Contents

#### December 2012

- 31/12/12 Engineers working hard to restore gas supplies in Orpington
- 21/12/12 Remember the National Gas Emergency Number this festive season
- 20/12/12 Gas upgrade in the pipeline for St Leonards as part of £77,000 project
- 19/12/12 Gas upgrade in the pipeline for Godalming as part of £200,000 project
- 19/12/12 Gas upgrade in the pipeline for Southsea as part of £158,000 project
- 14/12/12 Bad news for criminals as Scotland Gas Networks targets metal and cable theft
- 12/12/12 Flower power! As Scotland Gas Networks raises cash for Poppy Appeal
- 11/12/12 Scotia Gas Networks celebrates prestigious industry award for Isle of Wight pipeline project
- 07/12/12 £365,000 gas mains upgrade in the pipeline for Linwood
- 05/12/12 Southern Gas Networks helps hit the cold spots with support for community campaign

#### November 2012

- 30/11/12 Thanks to local community following restoration of gas supplies in Clackmannanshire
- 27/11/12 Statement: Third Party Damage, near Fishcross
- 27/11/12 Gas mains upgrade in the pipeline for Perth
- 21/11/12 Poundbury: A milestone in the sustainable development of the UK's gas industry
- 21/11/12 Prince of Wales opens UK's first full-scale anaerobic digester and biomethane-to-grid plant
- 12/11/12 Gas upgrade in the pipeline for West Dorset as part of £1.2m project
- 08/11/12 Gas company ceremony celebrates next generation of leaders
- 08/11/12 Gas upgrade in the pipeline for Salisbury
- 08/11/12 Gas upgrade in the pipeline for Reading as part of £193,000 project

#### October 2012

- 24/10/12 Gas mains upgrade in the pipeline for Castlehill, Edinburgh
- 22/10/12 £295,000 gas mains upgrade in the pipeline for Gorgie Road, Edinburgh
- 19/10/12 Fareham gas upgrade ahead of schedule
- 19/10/12 £403,000 gas main upgrade in the pipeline for Edinburgh
- 18/10/12 New customer film explains gas mains replacement work and what to expect
- 18/10/12 Gas upgrade in the pipeline for Rottingdean as part of £225,000 project
- 11/10/12 Southern Gas Networks in the pink for breast cancer charity day
- 10/10/12 Gas mains upgrade in the pipeline for Lockerbie town centre
- 10/10/12 Ain't no mountain high enough for gas girl Pauline's charity efforts
- 03/10/12 £176,000 gas mains upgrade in the pipeline for Kirkintilloch

#### September 2012

- 26/09/12 Gas mains upgrade to resume in Bridport
- 25/09/12 Gas mains upgrade in the pipeline for Alexandria
- 21/09/12 Scotia Gas Networks up to the mark on customer service
- 18/09/12 Sun shines as SGN staff raise cash for Motor Neurone Disease
- 18/09/12 Gas upgrade in the pipeline for Bramber
- 18/09/12 Our man Chris ensures prize draw is just the ticket for Wadhurst
- 18/09/12 Gas staff pull together for Olympics
- 14/09/12 Gas mains upgrade in the pipeline for Hamilton
- 12/09/12 Gas upgrade in the pipeline for Bournemouth as part of £460,000 project
- 10/09/12 Stay safe this Gas Safety Week
- 10/09/12 Gas upgrade in the pipeline for Fareham as part of £44,000 project
- 08/09/12 Gas mains upgrade in the pipeline for Coatbridge

## August 2012

- 31/08/12 Gas upgrade in the pipeline for Buckingham Road, Bicester
- 30/08/12 Gas upgrade in the pipeline for Portsmouth as part of £400,000 project
- 24/08/12 Gas upgrade in the pipeline for Woking as part of £500,000 project
- 24/08/12 Gas upgrade in the pipeline for Guildford
- 09/08/12 Scotia employees are honoured at first ever Outstanding People Awards
- 07/08/12 Ian gets tough for charity cause
- 03/08/12 Gas upgrade for Leatherhead nears completion as part of £1 million project
- 01/08/12 Charity cake sale goes down a treat

## July 2012

- 25/07/12 Gas upgrade in the pipeline for Newbury as part of £77,000 project
- 23/07/12 Gas upgrade in the pipeline for Horsham as part of £613,000 project
- 17/07/12 SGN staff sky dive for charity
- 17/07/12 Helping hands from SGN transform Liam's garden into alfresco oasis
- 13/07/12 Gas upgrade in the pipeline for Salisbury as part of £270,000 project
- 12/07/12 Gas upgrade in the pipeline for Annan town centre
- 11/07/12 Community-spirited colleagues signpost their efforts for a good cause
- 11/07/12 Gas engineer treks through Peru for charity
- 10/07/12 Gas upgrade in the pipeline for Earley as part of £644,000 project
- 07/07/12 Top award for long-serving gas industry director
- 05/07/12 Road set to reopen after gas leak fixed in London Road, Portsmouth
- 04/07/12 Beaulieu House gets a helping hand
- 04/07/12 Flower power rules in local hospice gardens
- 04/07/12 It's Relocation, Relocation, Relocation as employees do their bit for charity
- 04/07/12 Aiders of the RSPCA Ark
- 03/07/12 Gas upgrade in the pipeline for Reading as part of £566,000 project
- 03/07/12 Gas upgrade in the pipeline for Sandhurst as part of £400,000 project

## June 2012

- 29/06/12 Green-fingered SGN staff spruce up charity's Horley garden
- 27/06/12 Gas upgrade in the pipeline for Ayr
- 26/06/12 Cassandra's Swedish Connection
- 26/06/12 Beware Bogus Gas Workers
- 21/06/12 Gas upgrade in the pipeline for Meadowside, Dundee
- 18/06/12 Director recognised for services to gas safety in Queen's birthday honours
- 11/06/12 Gas upgrade in the pipeline for Southampton as part of £465,000 project

## May 2012

- 30/05/12 SGN flies the flag for Jubilee day
- 18/05/12 Schools competition launched to highlight dangers of carbon monoxide poisoning
- 15/05/12 Major gas upgrade due for Edinburgh this summer
- 11/05/12 Scotia's delight after scoring two top wins at industry awards
- 11/05/12 Traffic allowed back in Hythe High Street ahead of schedule

## April 2012

- 27/04/12 Local nursery gets a monster make-over
- 25/04/12 Southern Gas Networks thanked after mains replacement project finishes early
- 24/04/12 Gas upgrade in the pipeline for Haslemere as part of £250,000 project
- 24/04/12 Unexploded World War Two bomb found by SGN engineers
- 11/04/12 Ice, ice baby as gas worker leads under 13s hockey team to Paris
- 05/04/12 SGN engineers see double vision at blind school awareness day
- 05/04/12 Scotland Gas Networks practice Changing Rooms for local youth and community centre
- 04/04/12 Gas upgrade in the pipeline for Maidstone as part of £350,000 project

## March 2012

- 27/03/12 Old gas pipes due for replacement in Forres
- 23/03/12 Tunnelling into the record books with a 3.8km undersea pipeline

- 22/03/12 £1.8m investment in the south of Edinburgh
- 19/03/12 Project to replace Newington gas pipes will resume on Monday, 2 April
- 15/03/12 Gas engineers restore supplies to 850 homes in Sevenoaks
- 14/03/12 Gas upgrade in the pipeline for Wishaw
- 13/03/12 SGN awarded Carbon Trust Standard for lowering its carbon footprint
- 05/03/12 Scouts Honour! As SGN spruce up local scout venue

### **February 2012**

- 10/02/12 Southern Gas Networks supports Fuel Poverty Awareness Day 2012
- 01/02/12 Airdrie set to benefit from gas upgrade

### **January 2012**

- 25/01/12 Southern Gas Networks praised for cycle safety signs during London roadworks
- 20/01/12 Holdenhurst Road gas pipe project will resume on 21 January
- 17/01/12 Gas upgrade in the pipeline for Bellshill
- 10/01/12 Project to replace Bridport gas pipes will resume on Wednesday, 11 January

## **Engineers working hard to restore gas supplies in Orpington**

Press release issued 31 December 2012

Gas supplies to approximately 1,600 properties were lost yesterday morning in Orpington as a result of thousands of litres of water from a burst water main entering our gas network.

We have been carrying out repairs to our damaged main and need to remove all the water from our network before we can reintroduce gas. At the same time we have also been visiting each of the affected properties in order to ensure that all have been shut down safely at the meter. We need to do this and remove all the water before we can make a second visit to restore individual supplies.

So far we have removed around 10,000 litres of water from our network and we have been able to reconnect 300 properties so far.

It is important for security reasons to always ask to see the identification card of anyone calling at your home. All our engineers carry a laminated photo identity card bearing the name of Southern Gas Networks. If customers are in any doubt they should refuse entry and seek assistance from a neighbour or relative or call the telephone number on the ID card to verify their identity.

For vulnerable customers such as the elderly, disabled, chronically sick or customers who have young children or other special needs, we have portable electric appliances available for cooking and heating. These can be obtained by visiting our Emergency Centre at St Michael's Church, 370 Crofton Road, Orpington BR6 8NN or by calling 0845 070 1431. Our staff on site will be happy to assist with any questions customers may have.

### **Compensation**

At the conclusion of the incident, we will arrange to pay compensation to customers' gas suppliers which, if not known, are shown at the top of their gas bill or statement. These are at the rates agreed with energy regulator Ofgem. After the first 24 hours, £30 will be paid for each 24-hour period customers are without gas. There is no need to apply for this compensation, as it is paid automatically but sometimes this can take four to five weeks to process, depending on the billing cycle of their gas supplier.

If anyone has any concerns about gas safety, they should call the National Gas Emergency Number on 0800 111 999.

We would like to thank everyone for their continued patience and would like to reassure everyone we are working hard to resolve this situation and restore all supplies as quickly as possible.

## **Scotland Gas Networks want to remind you about the National Gas Emergency Number this festive season**

Press release issued 21 December 2012

It's probably the last thing on your mind as Christmas approaches but Scotland Gas Networks (SGN) has issued a reminder about the National Gas Emergency Number this festive season.

If you smell gas or are worried about gas safety, you can call 0800 111 999\* at any time, day or night, every day of the year. The cost is free and callers will be put through to a trained operator who will take all the details.

Even if the suspected leak is outdoors, you should still call the National Gas Emergency Service. Scotland Gas Networks engineers aim to attend all uncontrolled escapes within one hour and all controlled escapes within two hours. In a controlled gas escape, the person reporting it has confirmed that the gas emergency control valve for the premises has been turned off and the smell of gas has gone. An uncontrolled gas escape covers all others.

The 0800 111 999 number can also be used if you are worried about gas or carbon monoxide safety.

Scotland Gas Networks' Head of Operations Jim Small said: "Safety is at the heart of everything we do and the national gas emergency number is there to be used if you smell gas every day of the year. At this festive time, people often have other priorities but if you do smell gas or think that you may have a gas leak somewhere, just pick up the phone, dial the number and you will be put through to a trained operator who will take all the details."

If you do smell gas, follow the simple steps below and stay safe this festive time.

### **Don't**

- Smoke or strike matches
- Turn electrical switches on or off.

### **Do**

- Put out naked flames
- Open doors and windows to ventilate the property
- Turn off the gas supply at the meter (unless the smell of gas and the meter are in a cellar)
- Make sure any gas appliances are turned off
- Call the National Gas Emergency Service free on 0800 111 999.

\*all calls are recorded and may be monitored.

## **Southern Gas Networks want to remind you about the National Gas Emergency Number this festive season**

Press release issued 21 December 2012

It's probably the last thing on your mind as Christmas approaches but Southern Gas Networks (SGN) has issued a reminder about the National Gas Emergency Number this festive season.

If you smell gas or are worried about gas safety, you can call 0800 111 999\* at any time, day or night, every day of the year. The cost is free and callers will be put through to a trained operator who will take all the details.

Even if the suspected leak is outdoors, you should still call the National Gas Emergency Service. SGN engineers aim to attend all uncontrolled escapes within one hour and all controlled escapes within two hours. In a controlled gas escape, the person reporting it has confirmed that the gas emergency control valve for the premises has been turned off and the smell of gas has gone. An uncontrolled gas escape covers all others.

The 0800 111 999 number can also be used if you are worried that fumes containing carbon monoxide are escaping from a gas appliance.

SGN Head of Operations (South) Glenn Norman said: "Safety is at the heart of everything we do and the gas emergency number is there to be used if you smell gas. At this time of year, we often have other priorities and some people may smell gas but not have time to report it, especially when they don't know which number to call.

"So if you smell gas or think that you may have a gas leak somewhere, just pick up the phone, dial the number and you will be put through to a trained operator who will take all the details. It could just save your life this Christmas."

If you do smell gas, follow the simple steps below.

### **Don't**

- Smoke or strike matches.
- Turn electrical switches on or off.

### **Do**

- Put out naked flames.
- Open doors and windows to ventilate the property.
- Turn off the gas supply at the meter (unless the smell of gas and the meter are in a cellar).
- Make sure any gas appliances are turned off.
- Call the National Gas Emergency Service free on 0800 111 999.

\*all calls are recorded and may be monitored.

## **Gas upgrade in the pipeline for St Leonards as part of £77,000 project**

Press release issued 20 December 2012

Southern Gas Networks (SGN) will shortly be starting work to upgrade the local gas supply network in St Leonards-on-Sea.

The existing metal gas mains and services in Bexhill Road (A259) need to be replaced with modern plastic polyethylene pipe to ensure a continued safe and reliable gas supply to the local area.

This essential work forms part of an ongoing mains replacement programme developed with the Health and Safety Executive. Work will begin on Monday, 7 January and last approximately seven weeks.

Work will take place in Bexhill Road from its junction with Filsham Road to West Hill Road. To allow room for the manoeuvre of equipment and for everyone's safety, it will be necessary to close Bexhill Road eastbound between these junctions for the duration of the work. Westbound traffic will be unaffected.

A signed diversion will be in place for traffic wishing to travel eastbound along Bexhill Road (A259). Motorists will be directed along Filsham Road into St Saviour's Road and West Hill Road before rejoining Bexhill Road.

There will be an alternative diversion route for HGVs via Filsham Road, Upper Maze Hill, Pevensey Road and onto the A2102, rejoining the A259 at Grand Parade.

SGN Construction Manager Alan Thompson said: "All our work is being carried out in close consultation with East Sussex County Council, and we will be doing everything we can to minimise disruption. We will be working seven days a week where possible to complete this work quickly and efficiently.

"I would like to apologise for any inconvenience that may be caused by our work. We understand that people can get frustrated by roadworks; however, the new plastic pipe has a minimum lifespan of 80 years. This means that when the work is complete, people will continue to enjoy the benefits of a safe and secure gas supply for years to come."

A short video is available to explain more about what to expect from our mains replacement work.

## **Gas upgrade in the pipeline for Godalming as part of £200,000 project**

Press release issued 19 December 2012

Southern Gas Networks (SGN) will shortly be starting work to upgrade the local gas supply network in the Charterhouse area of Godalming.

The existing metal gas mains and services in Charterhouse Road need to be replaced with modern plastic polyethylene pipe to ensure a continued safe and reliable gas supply to the local area.

This essential work forms part of an ongoing mains replacement programme developed with the Health and Safety Executive. Work will begin on Monday, 7 January and carried out in three phases, lasting approximately 18 weeks in total.

The project will start with the temporary closure of Charterhouse Road between 44 Charterhouse Road and Peperharow Road for approximately four weeks.

The second phase will begin on Monday, 4 February, when Charterhouse Road will be closed from Peperharow Road to its junction with Deanery Road and Borough Road for approximately eight weeks.

During the final six-week phase, work will take place in the junction of Charterhouse Road, Borough Road and Deanery Road. Temporary four-way traffic lights will be installed for everyone's safety.

A signed diversion will be in place while Charterhouse Road is temporarily closed during the first two phases of the project. Motorists wishing to travel along Charterhouse Road in the direction of Godalming will be directed back along Hurtmore Road and Priorsfield Road. Traffic will follow the B3000 through Compton to join the A3100. The diversion will continue along the A3100 towards Godalming town centre and join Chalk Road at the Meadow/Bridge Road roundabout. Road-users wishing to travel away from Godalming along Charterhouse Road will need to follow the diversion route in reverse from Chalk Road.

SGN Construction Manager Andy Buckle said: "All our work is being carried out in close consultation with Surrey County Council, and we will be doing everything we can to minimise disruption.

"I would like to apologise for any inconvenience that may be caused by our work. We understand that people can get frustrated by roadworks; however, the new plastic pipe has a minimum lifespan of 80 years. This means that when the work is complete, people will continue to enjoy the benefits of a safe and secure gas supply for years to come."

A short video is available to explain more about what to expect from our mains replacement work.

## **Gas upgrade in the pipeline for Southsea as part of £158,000 project**

Press release issued 19 December 2012

Southern Gas Networks (SGN) will shortly be starting work to upgrade the local gas supply network in Southsea, Portsmouth.

The existing metal gas mains and services in Highland Road need to be replaced with modern plastic polyethylene pipe to ensure a continued safe and reliable gas supply to the local area.

This essential work forms part of an ongoing mains replacement programme developed with the Health and Safety Executive. Work will begin on Monday, 7 January and last approximately 13 weeks.

Work will take place in Highland Road between Owen Street and the roundabout at the junction with Eastney Road (A288). To allow room for the manoeuvre of equipment and for everyone's safety, it will be necessary to implement two-way temporary traffic lights for the duration of the work. The traffic lights will move with the works as the project progresses along Highland Road in the direction of the A288. Temporary four-way traffic lights will be used when the works reach the Eastney Road roundabout.

SGN Construction Manager Paul Willis said: "All our work is being carried out in close consultation with Portsmouth City Council, and we will be doing everything we can to minimise disruption.

"I would like to apologise for any inconvenience that may be caused by our work. We understand that people can get frustrated by roadworks; however, the new plastic pipe has a minimum lifespan of 80 years. This means that when the work is complete, people will continue to enjoy the benefits of a safe and secure gas supply for years to come."

A short video is available to explain more about what to expect from our mains replacement work.

## **Bad news for criminals as Scotland Gas Networks targets metal and cable theft**

Press release issued 14 December 2012

It's bad news for criminals as Scotland Gas Networks joins forces with the police, the British Metals Recycling Association and SmartWater to combat metal and cable theft.

Metal theft is an increasing issue in the UK having an effect on key industries such as energy, water and communications. It not only has financial implications – costing the UK economy around £770m each year – but can also affect everyone directly or indirectly. Attacks on our network could mean that people are left without gas in their homes when they need it most. It can also affect hospitals, airports, schools and other key facilities which are vital to the communities we operate in.

Gary Warnock, Security Manager for Scotland Gas Networks said: "Gas transmission sites have become targets for metal thieves but it is important that people are aware of the dangers associated with such sites when trespassing without the correct safety training and equipment. That's why we're using SmartWater to protect our cables."

SmartWater is a liquid which contains a unique forensic coding system invisible to the naked eye but robust enough to allow offenders to be linked back to a specific crime long after it has been committed.

Gary added: "This provides us with a unique crime reduction strategy that creates a powerful deterrent for criminals as they will be at significantly higher risk of being caught. The police are being trained and supplied with the tools to identify our cable, scrap metal dealers will receive unplanned visits from us with the police to establish if our cable is legally on their premises and most important thieves know about SmartWater and the risks associated with stealing our cable."

Superintendent Grahame Clarke of Strathclyde Police said: "The force is committed to working closely with our partners in law enforcement and industry to reduce the scale and impact of metal theft and to keep our communities safe.

"I welcome this asset marking initiative by Scotland Gas Networks which will make stolen material easier to identify and make it much easier for the police to arrest those responsible. These initiatives act as a strong deterrent as those involved know there is a far greater chance of being caught."

So the message to metal and cable thieves out there is clear – beware!

## **Flower power! As Scotland Gas Networks raises cash for Poppy Appeal**

Press release issued 12 December 2012

Flower power was the name of the game - when employees from Scotland Gas Networks (SGN) took part in a corporate challenge in Edinburgh and raised the most money for the 2012 Scottish Poppy Appeal, retaining the title they won the previous year.

Employees based at the gas distribution company's Scottish head office were up against other large companies in Scotland to see who could sell the most poppies to support Scotland's veterans and their families. The challenge, called 'Corporate Raids' was set up by charity Poppyscotland based on the popular TV show the Apprentice.

A team of eleven employees raised almost £4,000 for ex-servicemen and women and their families in Scotland beating off stiff competition from other top UK companies like Lloyds Scottish Widows. The SGN team made quick-work selling the special flowers on the Scottish capital's famous Princes Street.

Nicola Brown, Facilities Assistant who helped organise SGN's involvement said: "This is one of the best charity events we have taken part in. Everyone was up for the challenge and we are really glad we managed to raise money for this worthwhile cause. Poppyscotland is an organisation which we are proud to support."

Poppyscotland's community fundraiser Marianne Craig added: "We would like to congratulate Scotland Gas Networks on retaining their title as top fundraisers for the Scottish Poppy Appeal Corporate Raids. We are also grateful for their continued support of this event which we hope will grow and grow. The money that they have raised will be used to provide life-changing support to Scotland's veterans and their families; a growing number of whom struggle to adjust to civilian life.

"This is the 91st year of the Scottish Poppy Appeal and sadly the Appeal is needed as much now as ever before. We extend a huge thanks to Scotland Gas Networks and to all the teams who took part in the Corporate Raids with such enthusiasm."

## **Scotia Gas Networks celebrates prestigious industry award for Isle of Wight pipeline project**

Press release issued 11 December 2012

Scotia Gas Networks (SGN) has picked up a top industry award for its record-breaking Isle of Wight undersea pipeline project.

The £21 million scheme, which involved drilling two tunnels underneath the Solent seabed, won the 'Capital Project Management' gong at this year's Utility Industry Achievement Awards, held last night at the Grosvenor House Hotel in London.

The Utility Achievement Awards are recognised for their value and are highly prized within the industry.

They're open to all the players in the UK's electricity, water, gas and telecoms companies, including contractors and partner companies.

The awards recognise the teams and companies whose outstanding performance drives excellence in the industry. In being named 'best of the best' for our Isle of Wight project, SGN saw off competition from Scottish Water, Drax Group, and Morrison Utility Services & Yorkshire Water.

SGN – responsible for the gas distribution networks in Scotland, central southern and south-east England – was a triple finalist at the awards, having been shortlisted for the Customer Care Award and IT Initiative of the Year.

The project to replace SGN's undersea gas pipeline from the mainland to the Isle of Wight was completed in March 2012. It took 18 months to construct following four years of planning.

Engineers drilled two tunnels up to 30 metres underneath the Solent seabed to lay two new 3.8km gas mains from the mainland coastline at Lepe on the edge of the New Forest to Gurnard near Cowes.

The new dual pipeline was connected to the existing network providing a secure and continuous supply for the island's 56,000 gas customers.

The new pipeline was officially opened by the island's MP, Andrew Turner. It replaced the three old lines, installed in 1966, from the mainland to Egypt Point, which lay on the sea bed.

SGN Chief Executive Officer John Morea said: "This is fantastic news for the team, led by Julia Deans, which delivered the project, as well as our company. This is a well-deserved award and a great result. We are all hugely proud of the team's success and of course it's nice to have our achievements recognised at this level."

