

National Grid

We are the UK's largest utility and we own and operate 132,000km of gas mains, which deliver gas to over 10.5 million homes and businesses in Britain.

The safety and security of your gas supply is our top priority and we have now started a programme of work to replace metallic gas mains with modern plastic pipes which can last up to 80 years if left undisturbed once they are in the ground.

Engineers will be arriving in your street shortly and this leaflet will give you some idea of what to expect.

West Gas Coalition

Will be undertaking the work

Renewing Gas Mains

The metallic gas main in your street will be replaced with yellow polyethylene pipe. If the small diameter pipe (called a service pipe), which connects your gas meter to the main in the street, is metallic, then this will be replaced with yellow polyethylene pipe too.

During our work, we will have to interrupt your gas supply for a short time to allow us to connect your service pipe to the new main.

Providing a Safe and Secure Gas Supply

We take account of a number of factors affecting the condition of the pipes in the ground to help us prioritise and plan our work. The safety and security of your gas supply is our top priority.

Contacting Us

This leaflet aims to answer as many of your questions about our work as possible. If you require further information, please contact Customer Services on 0800 521660

Interrupting your Supply

Where possible, we will insert the new plastic pipes through the existing metallic pipes. We will need to interrupt your gas supply for a short time so that we can connect your service pipe to the new main. Engineers will contact you beforehand to arrange access to your property.

This is what will happen:

Before we interrupt your supply:

We will inform you in writing 24 hours in advance

- If your meter is inside your house, we will tell you that we need access to it in the morning to turn off your supply and in the evening to turn it back on

On the day: - Access is required to your property

An engineer will visit your premises to turn off your gas supply at your meter. Your supply will normally be interrupted from around 8am and restored as quickly as possible the same day. Once our engineers have completed their work on site, another team of engineers will be notified and will attend to reconnect your gas supply, to relight your boiler and to test your gas pipe work and appliances.

Following our work:

The engineering team will leave site

All remaining excavations will be safely barriered off or covered over

Another team will return to fill in and restore the road/footpath surfaces

This will normally be done within five days of completion of our operational work on your gas service pipe.

PLEASE NOTE THAT ALL EMPLOYEES CARRY IDENTITY CARDS AND YOU SHOULD INSIST ON SEEING THIS BEFORE ALLOWING THEM INTO YOUR HOME.

If you wish to request special access arrangements or request alternative heating and cooking facilities for someone who is elderly, disabled or infirm, please ring **Customer Services on 0800 521660**

Questions and Answers

Will there be holes all over the road?

We have a number of new techniques in which we can lay gas mains. In many cases, we can insert the new plastic pipe inside the metallic main so that we can keep the number of holes we dig to a minimum. Where we can't use this approach, we will need to dig holes and trenches, but our engineers will always ensure that excavations are properly protected using cones, signs and barriers. Where we dig holes in the footpaths or on driveways, we will cover these with suitable plates and covers to allow access, if it is safe to do so.

Will I be able to get my car onto the drive?

We will do our best to maintain access to your home but when we are working directly outside your house, we may have to ask you to park your car elsewhere. As a precaution, we would ask car owners to make sure that they are insured if they park their car on the public highway.

What if the bin-men call while you are working in my street?

We will do our best to allow them to collect refuse. Where necessary, we will move dustbins to a single collection point clear of our work.

What happens if you have to dig up my garden or my drive?

We will replace or re-seed turf areas and flower beds if we disturb them (subject to the time of year). We will also permanently reinstate your drive using similar materials to the existing ones. If you have a block imprint drive, we will use specialist contractors to colour match and restore the surface. However, where we use any new materials to restore a surface, this will be evident the existing surface of the surrounding driveway.

What if I can't manage without my gas supply?

Your gas supplier maintains a record of vulnerable customers and this enables us to offer them alternative heating and cooking facilities while their gas is off. If you, members of your family or a neighbour are vulnerable, please contact the gas supplier for the property and ask for the address to be added to the Priority Services Register. If you do not know the gas supplier's number, you will find it at the top of the gas bill.

Is the gas main safe?

The gas main is currently operating safely but we want to replace it with a more durable material. We do monitor the condition of our gas mains and we take into account a number of factors, which can affect the condition of the pipes in the ground to help us, plan and prioritise our replacement work.

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www.nationalgrid.com/gas

nationalgrid



What if I smell gas when you are working in my street?

You should always report a smell of gas even if our engineers are working on site. Ring the National Gas Emergency Service on free phone 0800 111 999.

Am I entitled to compensation for the interruption to my gas supply?

We will endeavour to restore your gas supply on the same day that we disconnect it. If you are without gas for a period of over 24 hours, you are entitled to £30 compensation and then a further £30 for each further 24-hour period. This is in accordance with National Grid Guaranteed Standards of Service, the full details of which can be viewed on our website: www.nationalgrid.com/gas (CHECK)

What happens if I am on holiday when you are working in my street?

We would ask you to contact us on 0800 521660 so that we can discuss alternative access arrangements to your property.

What if you change the date when my supply will be interrupted?

If we need to bring forward or delay the interruption to your supply, we will notify you by letter and an engineer will also make contact with you to discuss the new timings for the work.

What if you find a problem with my gas meter or appliances?

If we find a problem with your gas meter we will ask you to notify your gas supplier, as they may be able to repair it or arrange a replacement. If we find a fault with a gas appliance, we will disconnect it and advise you to contact a GAS SAFE (previously CORGI) engineer to repair it. We will give you a phone number to ring for contact details of GAS SAFE engineers in your area. This may cause inconvenience but we have to put your personal safety first. The West Gas Coalition cannot take responsibility for internal gas appliances or pipe work. Work on gas appliances should only be carried out by a GAS SAFE registered engineer.

Is there a charge for your work?

There is no charge for the work we do to replace the gas main or the service pipe to your home.

Enterprise
maintaining the infrastructure of the UK