



GH Preston
Unit 1, Manor Park
Turpin Lane, Off Manor Road
Erith, Kent
DA8 2AT

Date:

Dear Resident

We're starting work to upgrade the gas pipes in your building

You recently received a letter from gas network company SGN regarding work to upgrade the gas pipes in your building.

I'm contacting you from the contractor <INSERT CONTRACTOR NAME>. We will be carrying out this essential project on behalf of SGN.

We will start work during the week commencing <INSERT DATE>.

Before we start upgrading the gas pipes, we need to install scaffolding to keep you and our engineers safe. We will start building the scaffolding on <INSERT DATE> and this will be in place for the majority of our project. You may like to consider contacting your home insurance company about our work so your policy isn't invalidated.

During our project, we'll need to access your property twice. On the agreed day for your first appointment, our engineer will upgrade the service pipe inside your home. Your gas supply will not be interrupted at this time. We'll then return at a later date to transfer your meter to the new gas service pipe. On this day, your gas supply will be temporarily disconnected for approximately three hours, although this can sometimes last longer. To minimise the disruption to you, please speak to our engineers on site or call me on the number below to arrange appointment dates and times which suit you.

This project is due to last <ADD DURATION> weeks. Our teams will be working Monday to Friday between <ADD START TIME> am and <ADD FINISH TIME> pm. However, we can arrange appointment times outside these hours if it's more convenient for you.

You can find further details on how we will be upgrading the gas supply to your building in the information leaflet you previously received from SGN. You can also speak to the engineers if you have any questions or concerns about this project at any point. Alternatively, you can contact me directly as your dedicated customer liaison officer for this project.

Thank you in advance for your patience and co-operation.

Yours faithfully

<INSERT CUSTOMER LIAISON OFFICER NAME>

Customer Liaison Officer

Mobile: <INSERT CLO MOBILE AND AVAILABILITY>

SGN Customer Service team: 0800 912 1700