



SGN

Your gas. Our network.



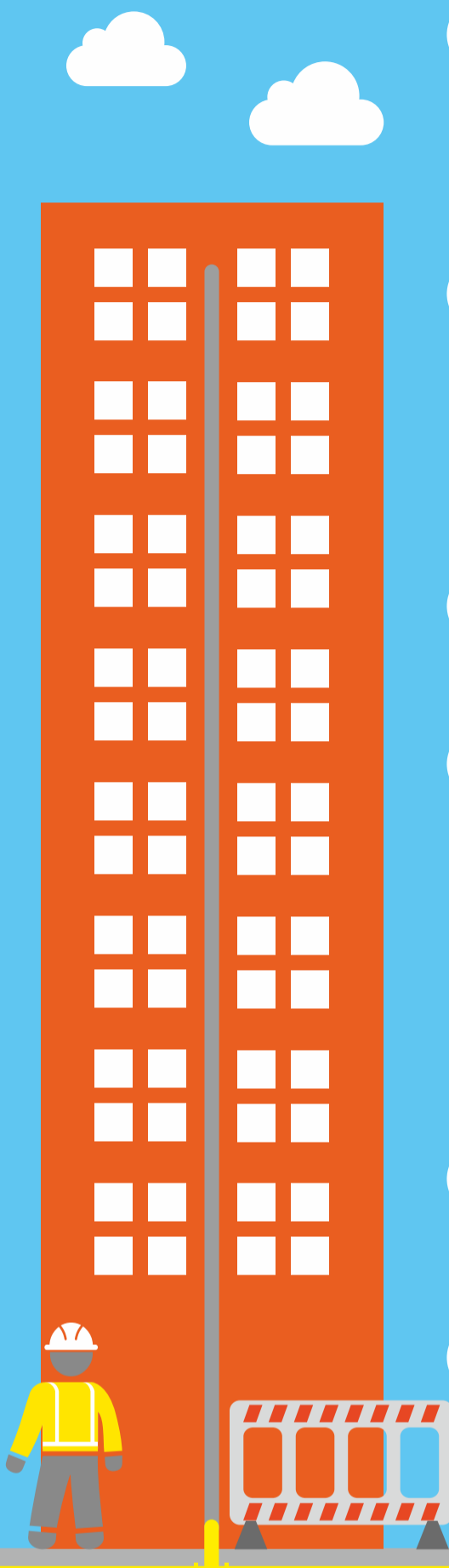
We're upgrading the gas pipes in your building

We manage the network that delivers gas to 5.9 million homes and businesses in the south of England and Scotland. We'll shortly be starting work to upgrade the gas pipes in your building, which will keep you and your neighbours safe and warm for many years to come. You won't be charged for this work.



Smell gas?
0800 111 999

What to expect when we upgrade the gas supply to your building in six steps



- 1** Before we start our project, we often need to build scaffolding to keep you and our engineers safe while we upgrade your gas supply. Our contractor will then start replacing the existing gas pipe that feeds your building, known as the riser pipe.
- 2** Our engineers will need access to your home to check where your meter is before we can upgrade your gas service pipe. We'll also discuss with you whether we need to move your meter closer to our new pipe. If we do need to move your meter, we'll agree a suitable date and time with you to do this.
- 3** At our first appointment, the engineer will upgrade your gas service pipe. We won't interrupt your supply today.
- 4** Once we've upgraded all your neighbours' gas pipes, we'll return to your home for a second time to transfer your meter to the new gas service pipe. If we need to move your meter, we'll also do that today. We'll contact you in advance to agree a date to do this, as we have to temporarily disconnect your gas supply. We don't want you to be without gas for longer than necessary, so please contact us when you receive our letter.
- 5** Our customer liaison officer or team leader will contact you after we've upgraded our pipes to make sure you're happy with our work.
- 6** When we've finished our project, we'll reinstate any excavations in footpaths or roads within five working days. We'll then remove all our barriers, equipment and scaffolding as soon as it's safe to do so.



Need extra support?

Your gas supplier (the company on your gas bill) operates a Priority Service Register. We use this to further help those who need it the most, for example, by providing an electric hot plate and heater while the gas supply is disconnected. The Priority Service Register is free to join if you have young children, a disability, a long-term illness or if you are a bit older or live with someone who is. Call your gas supplier to register or contact our Customer Careline on **0800 975 1818**.



ID check

All our engineers and contractors carry a photo ID card with our company logo on it. Don't be afraid to check with our Security team on **0800 048 2438** that the person at your door is supposed to be there. No genuine engineer will mind you taking a few moments to check everything is ok.



Feedback

When we've finished working in your area, we may ask for your feedback to find out how we did. All comments are welcome as it will help us deliver a **10/10** service every time.

Your questions answered

Q. What is a riser pipe?

A. 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?

A. Yes, we'll need access to your property twice while we replace your service pipe. We'll agree these two appointments with you in advance. Please contact us to arrange this when you receive our appointment letter.

Q. Will you be turning my gas off?

A. We won't need to turn your gas off on our first appointment. We will need to temporarily disconnect your gas supply for approximately three hours on our second visit, although sometimes this can last longer. We'll arrange a convenient time to do this with you in advance.

Q. What if I'm not around or away on holiday?

A. Just let us know by speaking to our engineers on site when work begins. You can also speak to our dedicated customer liaison officer for this project. Our contractor will be writing to you shortly with their contact details.

Q. Will I be charged for this work?

A. This work is free. We will not charge you to upgrade the pipes in your building. We look after the gas network in your area and we're upgrading these pipes to ensure your building has a continued safe and reliable gas supply long into the future.

Q. How long will the scaffolding be up?

A. We need to build the scaffolding before we start upgrading the gas pipes. The scaffolding will be in place for the majority of our project. After we've finished our project, we'll remove our scaffolding as soon as it's safe to do so.

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

A. All our contractors have a dedicated onsite customer liaison officer to answer your questions and provide updates. Our contractor will be writing to you shortly with their contact details.

You can also contact our Customer Service team on **0800 912 1700** or email customer@sgn.co.uk.

We're always happy to help:



0800 912 1700*



sgn.co.uk



customer@sgn.co.uk

Further information about SGN, our Customer Charter and Guaranteed Standards of Service can be found at sgn.co.uk

*All calls are recorded and may be monitored