



SGN
2 Leasons Hill
St Mary Cray, Orpington
Kent
BR5 2TN

Date: **DD/MM/YYYY**

Project Ref: **###00000**

Dear Resident

We'll be upgrading the gas pipes in your building from <INSERT MONTH YEAR>

We will shortly be starting essential work to upgrade the gas riser and service pipes that supply your building. This will ensure you have a continued safe and reliable gas supply for many years to come. You will not be charged for this work.

We've planned our project with the support of the property's proprietor. Our contractor GH Preston will be carrying out this project on our behalf. Their customer liaison officer will be in touch to introduce themselves and confirm when work will begin.

Our project to replace the gas pipes in your building is expected to last <ADD DURATION> weeks.

Our new riser pipe will be installed on the outside of the building. This often requires scaffolding to keep our engineers safe. Once the new riser pipe is installed, we'll fit a new gas service pipe into your home. It's likely we'll need to move your gas meter from its existing location when we install your new pipe. We'll meet with you first to fully discuss and agree this work.

We've enclosed an information leaflet, which explains how we will upgrade our pipes step by step. As part of this process, we will need access to your home twice while we replace your service pipe. Your gas supply will be disconnected for approximately three hours on our second visit, although this can sometimes last longer. We'll agree these two appointments with you in advance.

If you're a tenant and privately renting your property, please contact us so we can obtain your landlord's permission to upgrade your gas supply. If you have additional needs and might need extra support during our project, or you're aware of a neighbour with additional needs, please let us know.

When our project starts, our dedicated customer liaison officer will be on hand to answer any questions you may have. If you have any questions in the meantime, please call our Customer Service team on 0800 912 1700 or email us at customer@sgn.co.uk.

Please remember to check the identity of anyone calling at your home. All our employees and contractors carry identification cards, which can be verified by calling the number on the card.

We will make every effort to minimise disruption during our essential project. Thank you in advance for your patience and co-operation.

Yours faithfully

Sam Preston
Customer Liaison Officer