

Date: **DD/MM/YYYY**

Project Ref: **SOE12345**

Dear Gas Customer

Important information concerning your gas supply

We will shortly be starting an essential project to upgrade the gas riser and service pipes which supply your building. This project will ensure you and your neighbours continue to receive a safe and reliable gas supply for many years to come. The work is free of charge and has been planned with the support of the building owner.

Our contractor **G H Preston** will be carrying out this project for us.

The project will begin between the DD/MM/YYYY and DD/MM/YYYY. It should be finished in around ## weeks.

What does this mean for you?

The included leaflet explains what to expect during our work and how you might be affected.

Our engineers will advise you of the next steps and when your gas supply will be turned off and will discuss if the meter needs to be relocated, it would be helpful if you can clear space for us to access your gas meter if it's housed in a cupboard indoors.

Getting it right

We work hard to deliver the highest levels of customer service, but if we get it wrong, you can find information on our guaranteed standards at sgn.co.uk/noticeofrights

Extra help

Our engineers will visit gas customers on the Priority Service Register to offer extra support during our work. This includes a free electric heater and hot plate when their gas is off.

You may have elderly or vulnerable neighbours who need support but are not on our list. Please call us on **0800 975 1818** or email customer@sgn.co.uk and we can help them get added to the priority services register. As well as support during our work, they could get help to access free benefits.

Further information can be found at www.ghpreston.com. Click on Customer Login and enter your "Project Ref" stated above. This reference can be found at the top of this letter.

For this letter in a different language, please call us on **0800 975 1818**.

Thank you in advance for your co-operation.

SGN Project Manager Name
Project Manager

