



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

Date: DD/MM/YYYY

Project Ref: SOE12345

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 GHP. We will be carrying out this essential project on behalf of SGN.

We will start work during the week commencing: Day Month Year

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. The engineer assigned to these works will be **Engineer Name**. Please contact him to book an appointment: **Engineer Contact Number**

This project is due to last **##** weeks. Our teams will be working Monday to Friday between 8am and 5pm. 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.

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

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

Yours faithfully

Sam Preston

Customer Liaison Officer

Tel: 01322 333 921 (Monday to Friday, 7am until 5pm)

SGN Customer Service team: 0800 912 700