



**Important information  
about a planned  
temporary interruption  
to your gas supply**

# Gas Alliance

## National Grid

We are the largest UK utility and own and operate 132,000km of gas mains which deliver gas to over 10.5 million homes and businesses in England.

The safety and security of your gas supply is our top priority and we have a programme of work to replace metallic gas mains with modern plastic pipes.

Our engineers will be arriving in your street shortly and this leaflet will give you some information of what to expect when we commence our works.



## Renewing Gas Mains

The metallic gas main in your street will be replaced with yellow polyethylene pipe. If the small diameter pipe (called a service pipe) which connects your gas meter to the gas main in the street is metallic, then this will be replaced with yellow polyethylene pipe too.

During our work, it is likely that we will need to temporarily interrupt your gas supply to allow us to safely connect your service pipe to the new gas main.

## Interrupting your gas supply

Where possible, we will insert the new plastic pipes through the existing metallic pipes. Our engineers will contact you beforehand to arrange access to your property to temporarily disconnect your gas supply.

# Improving the Gas Network

## Reconnecting your gas supply

Once the reconnection is complete we will need to gain access to your property to restore your gas supply and test your gas appliances. If you are unavailable at the time we call, we will leave a card with our contact number for you to call. We will then endeavour to arrange a suitable time for us to visit and complete this work.

**Please note: your gas supply will not be available until we can gain access to your property to complete this work.**



## Reinstatement of excavations

Where we need to dig holes and trenches, our engineers will always ensure that excavations are properly protected. Where we dig holes in the footpaths or on driveways, where possible, we will cover these with suitable plates and covers to allow access, if it is safe to do so.

Once our engineering works are complete we will permanently reinstate all excavations with similar materials to the existing ones.

National Grid is committed to reinstating any excavations on your private property within 10 working days of completion of the engineering works in line with our Standards of Service.

Completion of the reinstatement may be delayed beyond 10 working days where specialist surface materials are required e.g. printed concrete and coloured tarmac.



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Detailed below are the steps that we will follow during the course of our work:

## Before we interrupt your supply:

- We will inform you in writing at least 5 working days in advance of our work starting.
- If your meter is inside your house, we will advise you that we need access to it in the morning to turn off your supply and in the evening to turn it back on.

## On the day:

- One of our engineers will contact you to make an appointment to turn off your gas supply at your meter. Your supply will normally be interrupted from around 8am until early evening on the same day.
- Once installation work has been completed a specialist engineer will attend as soon as possible to reconnect your gas supply, relight your boiler and test your gas pipework and appliances.

## Following our work:

- Our gas engineering team will leave site.
- All remaining excavations will be safely cordoned off or covered over.
- Another team of civil engineers will return to fill in and restore the road/footpath/driveway surfaces.
- This will normally be done within ten days of completion of our work on site.

**PLEASE NOTE THAT EACH MEMBER OF OUR TEAM CARRIES AN IDENTITY CARD WHICH YOU CAN INSIST ON SEEING BEFORE ALLOWING THEM INTO YOUR HOME.**

# Improving the Gas Network



## Contacting us

This leaflet aims to answer as many of your questions about our work as possible. If you require further information please contact us on the following numbers

### The telephone number on the letter that accompanied this leaflet

- To confirm the identity of our employees carrying out the work at your property.
- To confirm that arrangements have been made for the reconnection of your gas supply once our engineers have finished their work on site.
- Should you need to contact us regarding a delay in the reinstatement of your private property.

- For general questions about our work.
- To request special access arrangements or request alternative heating and cooking facilities for someone who is elderly, disabled or infirm.
- To advise us of any motor scooter or wheelchair usage that may be affected by these works.

### The National Gas Emergency Service 0800 111 999\*

- To report a smell of gas

\*All calls are recorded and may be monitored

# Gas Alliance

## Questions and Answers

### **Will there be holes all over the road?**

We have a number of new techniques in which we can lay gas mains. In many cases, we can insert the new plastic pipe inside the metallic main so that we can keep the number of trenches we dig to a minimum and generally only open holes for service connections. Where we can't use this technique, we will need to dig holes and trenches, but our engineers will always ensure that excavations are properly protected using cones, signs, barriers and road plates.

### **Will I be able to get my car onto the drive?**

We will do our best to maintain access to your home but if we are working directly outside your house, we may have to ask you to park your car away from your property. As a precaution, we would ask car owners to make sure that they are insured if they park their car on the public highway.

### **What if the bin-men call while you are working in my street?**

We will do our best to allow them to collect refuse. Where necessary, we will move dustbins to a single collection point clear of our work.

### **What happens if you have to dig up my garden or my drive?**

We will replace or re-seed turfed areas and flower beds if we disturb them (subject to the time of year). We will also permanently reinstate your drive using similar materials to the existing ones. If you have a block imprint drive, we will use specialist contractors to colour match and restore the surface. Where we use any new materials to restore an existing surface, there may be a period of time where the new surface will appear different from the existing surface.

### **What if I can't manage without my gas supply?**

Your gas supplier maintains a record of customers who are of pensionable age, disabled or chronically sick who wish to be included in a Priority Services Register. Gas suppliers offer a range of services for customers on the Priority Services Register and we will offer these customers alternative heating and cooking facilities while their gas is interrupted. If you, a member of your family or a neighbour believe you should be on the Priority Services Register, please contact the gas supplier for the property and ask for the address to be added. You will find your gas supplier's number at the top of your gas bill.

During our work we will continually consider the needs of all customers when interrupting gas supplies.

## **Is the gas main safe?**

The gas main is currently operating safely but we want to replace it with a more durable material. We do monitor the condition of our gas mains and we take into account a number of factors which can affect the condition of the pipes in the ground to help us plan and prioritise our replacement work.

## **What if I smell gas when you are working in my street?**

You should always report a smell of gas even if our engineers are working on site. Ring the National Gas Emergency Service on freephone 0800 111 999.

## **What happens if I am on holiday when you are working in my street?**

We would ask you to contact us on the telephone number on the letter that

accompanies this leaflet, so that we can discuss alternative access arrangements to your property.

## **What if you change the date when my supply will be interrupted?**

If we need to bring forward or delay the interruption to your supply, we will notify you by letter and an engineer will also make contact with you to discuss the new timings for the work.

## **Will my gas meter have to be moved?**

Our first option is always to lay the new service pipe to the existing meter position. However, due to engineering difficulties, it may be necessary to relocate your meter. If this happens we will lay a section of small copper pipe from the new meter position to the old meter position and we will complete any associated electrical earthing work that is required.

## **Is there a charge for your work?**

There is no charge for the work we do to replace the gas main or the service pipe to your home.

## **What if you find a problem with my gas meter or appliances?**

If we find a problem with your gas meter we will ask you to notify your gas supplier as they may be able to repair it or arrange a replacement. If we find a fault with a gas appliance, we will disconnect it and advise you to contact a CORGI (Council of Registered Gas Installers) engineer to repair it. We will give you a phone number to ring for contact details of CORGI engineers in your area. This may cause inconvenience but we have to put your personal safety first. National Grid cannot take responsibility for internal gas appliances or pipework. Work on gas appliances should only be carried out by a CORGI registered engineer.

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