

We're replacing the gas mains in your street...

Maintaining a safe and secure gas supply





It's amazing what goes on beneath your feet

You probably never think about it, but every time you use gas to heat your home, make the family's tea or run a hot bath, this efficient, invisible fuel arrives via a vast network of underground pipes.

There are 37,000km of these pipes in the north of England, and they all need looking after.

Some of the older, metal pipes have been in the ground for decades and have reached the end of their useful life.

They need replacing with modern plastic versions, which are more durable and can happily live undisturbed for many years to come.

Is it safe?

Yes perfectly. We don't wait for the gas main to become dangerous before we replace it. However we do plan our work so those pipes most in need are replaced first.

Always ask for ID

All our engineers carry identity cards. They will always show you their card on the doorstep if they need to enter your home to switch your gas supply on or off.

If you are in any doubt about the authenticity of an engineer, please don't hesitate to call us on **0800 040 7766**. Any genuine engineer won't mind waiting outside while you double check their credentials.

Getting the job done: what to expect

The work we'll be carrying out is perfectly safe.

Most of our work will take place in the highway or footpath. Where possible, we use the latest engineering techniques to reduce the number of holes we need to dig - helping to speed up the job and minimise disruption. It all helps.

We'll put up barriers and cones around any excavations. We'll do all we can to avoid blocking access to your property, as we know there's nothing more frustrating than coming home from work to find a gas van in the way.

The same goes for on-street parking: we'll try to keep as much of the street clear as we can.

If you're expecting a delivery that you think could be affected by our work, or you run a business from your property and need to make special arrangements, please be sure to speak to one of our engineers or call us on **0800 040 7766**.

And if there's anything else we can help with once work is underway, please just ask. We're a friendly bunch.

Disconnecting your supply

Unfortunately, we can't replace the main without switching off your gas supply for a few hours. We'll give you at least 48 hours notice before your gas needs to go off.

We will need to access your gas meter to switch off your supply. If your meter is inside your home, we may have to ask you to wait in for us, so we can get to it. If you can't be at home please make sure that you give permission to someone that you trust to take your place.

We also advise you to turn off your home appliances before we start work including boilers, Agas, gas cookers and heaters.

Once we've replaced the gas pipe, we'll check your appliances and switch your supply back on. For safety reasons, we always do this bit ourselves.

If we find that your gas appliances are unsafe you will need to contact a Gas Safe registered engineer to get them fixed before they can switch on the gas.

Working within your property boundary

As well as working in the street, it's possible that we may need to replace the small pipe that runs beneath your garden or driveway and connects your home to the public gas main.

It's known as a service pipe, and if yours is made from metal, it will need replacing with a plastic one. That's because plastic pipes are more durable than metal ones and will last for many decades to come. One of our engineers on site will be happy to talk you through the process in detail.

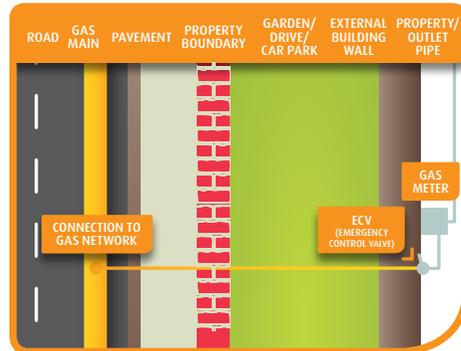
Match making

Whenever we replace tarmac, paving or grass, we will do our best to find a match that is as close as possible.

Please bear in mind, however, that new paving or tarmac will always look different, until it has become weathered, and given the chance to blend in fully and even then may not always look identical.

Although we will always aim to put your turf right as soon as possible, the best seeding conditions make it a seasonal activity. If circumstances are not suitable for growth at the time, we'll make sure that we return at a more appropriate point.

If we have to do any digging in your garden or driveway, we'll fill in the hole once the new service pipe is connected. We will replace the surface, for example turf, tarmac or paving, within five days, if not sooner. We'll give you a reinstatement guarantee of 24 months for your peace of mind..



A bit of extra care

If you think you might struggle to cope without your gas supply, even for a few hours, please let us know.

We will provide electrical heaters and hot plates for those who need them most, while the gas is turned off. Please give us a ring on **0800 040 7766**, to talk to us about your needs.

If you are elderly, or have a disability or impairment, it's also worth getting added to your gas supplier's Priority Services Register (PSR) – just in case there is ever an issue with your supply in the future.

In addition to a number of other free benefits, by registering on the PSR through your gas supplier, you will be entitled to receive free gas safety

inspections of appliances and pipework (on your side of the gas meter) if all the adults in your household qualify to be on the PSR.

Gas suppliers also operate password schemes through the PSR. If you arrange an appointment with Northern Gas Networks through your gas supplier, the person visiting you will use the password that you have agreed so that you know that the visit is genuine.

If you don't have a password set up please contact the company that you pay your gas bill to and they will be able to help.



Our promise

Losing your gas supply with no prior warning can ruin your day. That's why we'll make your safe, fast reconnection our number one priority.

We promise to:

- Listen to any concerns or issues you may have, and do our best to resolve them quickly
- Get your supply back on as quickly as possible
- Be courteous and friendly at all times – even when it's raining!
- Keep the access to your home or driveway clear wherever possible
- Retain as much street parking for you and your neighbours as we can
- Leave everything as we found it, by carrying out good quality reinstatement work
- Keep our working area safe and tidy

You can read all about our standards of service and any statutory compensation to which you may be entitled if we fall short on our website: www.northerngasnetworks.co.uk

If we fall short...

We work very hard to minimise inconvenience for our customers during this work. If, however, you feel we have fallen short, and have an issue that you've not been able to resolve with our team on site, do please call us on **0800 040 7766**. This number is answered 24 hours a day, 7 days a week.

We'll do our utmost to resolve your issue quickly and courteously.

Your feedback is important...

Once we've finished, you may receive a call from us, or a survey through the door asking you to let us know how the work went. The survey may be sent on behalf of our industry regulator, Ofgem, or direct from us. All feedback helps us to improve our customer experience so even if you don't receive a call or a survey, we'd still love to hear from you. Please call us on **0800 040 7766**, or you can email your feedback to customer care@northerngas.co.uk

Hot facts

There are enough gas mains in the north of England to stretch from Leeds to Sydney, Australia, and back again.

Between 2013 and 2021 we'll be replacing more than 3,800km of old metal pipes with modern plastic ones.

Smell gas?

Call the National Gas Emergency Service on **0800 111 999**.
All calls are free and may be recorded for training purposes.

Getting in touch

To speak to our Customer Care team or validate our representatives ID:
0800 040 7766. This number is answered 24 hours a day, 7 days a week.

customercare@northerngas.co.uk

www.northerngasnetworks.co.uk



@NGNgas



www.facebook.com/northerngasnetworks

Gas Safe Register: **0800 408 5500**

If you are calling this service outside of normal working hours and require a Gas Safe registered engineer to attend urgently please specify to the call handler that you require details of engineers who offer an out of hours service.

Carbon Monoxide awareness

Carbon Monoxide (CO) is a poisonous gas caused when fuels such as gas, oil, coal and wood do not burn properly.

You can take simple steps to protect you and your family from the dangers of CO.

1. Service all fuel appliances including boilers, fires and cookers once a year, and sweep chimneys and flues
2. Purchase a CO alarm
3. Know the warning signs of CO
4. Know the physical symptoms of CO poisoning

Go to **www.northerngasnetworks.co.uk** for more information.

About us

Northern Gas Networks looks after the north of England's gas network. We transport gas safely and securely to 2.7 million homes and businesses in Yorkshire, northern Cumbria and the North East, through a vast underground pipe network. We take pride in bringing a warm glow to the region.