

We're replacing the gas pipes in your street

Take a look inside for...

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Smell gas?

Call the National Gas
Emergency Service on
0800 111 999

1 Who we are



We're Northern Gas Networks

We deliver gas to 2.7 million homes and businesses in the North East, Northern Cumbria and much of Yorkshire.

We don't generate gas, we transport it, through a vast network of underground pipes. During periods of peak demand, we transport four times as much energy as the electricity networks.

What's the problem?

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.

We're replacing them with modern plastic versions, which are more durable and can happily live undisturbed for many years to come. Modern pipes also help to reduce greenhouse gases bringing benefits to both you and the environment.

We look after

2.7 million

homes and business in
the North of England

That's
37,000 km
of pipes

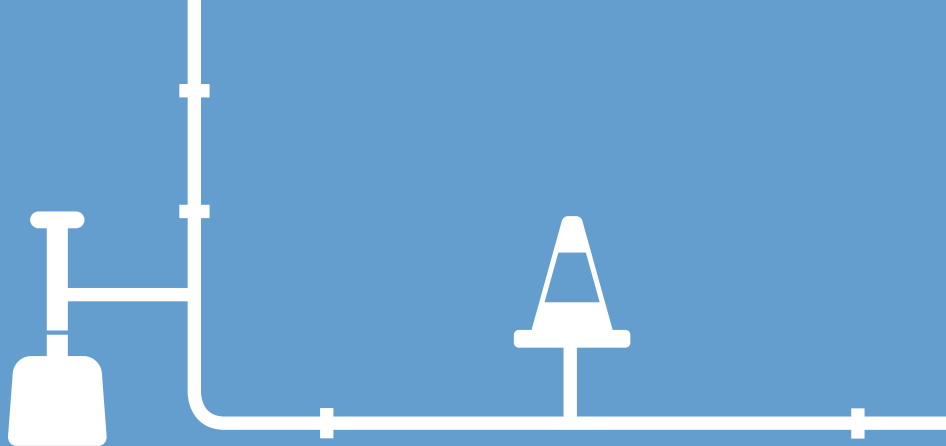
**If you
need to get
in touch...**

Customer Care Team: **0800 040 7766**

To check our engineers' ID: **0191 511 6918**

Write to us: **customercare@northerngas.co.uk**

Visit us: **northerngasnetworks.co.uk**



② What we're doing

We need to do some work in your street

Most of our work will take place in the road 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.

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 speak to one of our engineers or call us on **0800 040 7766**.

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 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. In some instances we may need to move your gas meter but we'll make every effort to leave it where it is. One of our engineers on site will be happy to talk you through the process in detail.



What happens to your supply?

Unfortunately, we may need to switch off your gas supply for a few hours while we replace the main. 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. 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.





3 How we can help

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



We'll 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'll be entitled to receive free gas safety inspections of your appliances and pipework 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've 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.

Match making

Whenever we replace tarmac, paving or grass, we'll do our best to find a close match.

Please bear in mind, however, that new paving or tarmac concrete 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.

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 within five days, if not sooner, and we'll give you a reinstatement guarantee of 24 months for your peace of mind.

Although we'll 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.

Give us some feedback

We strive to give you a 10 out of 10 service every time.

Losing your gas supply can ruin your day. That's why we'll make your safe, fast reconnection our number one priority.

We work very hard to minimise inconvenience for our customers during this work. If you think we've done a good job, we'd love to hear from you. 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, please call us on **0800 040 7766**.

We'll do our best to resolve your issue as quickly as we can.



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Once we're finished...

You may receive a survey through the door asking you to let us know how the work went. All feedback helps us to improve our customer experience so even if you don't receive a survey, we'd still love to hear from you.

Please call us on **0800 040 7766**, or you can email your feedback to customercare@northerngas.co.uk

If you'd like this information in Braille, large print or another language, please call us.