

# Putting everything back to normal

Here's what you can expect  
now we've finished our work

Smell gas?  
0800 111 999

we are  
the network

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# What to expect

We've completed our essential gas works and we're now starting work to restore the area to as near to original as possible. It should take up to five days to finish for most surfaces, and you'll see a number of different teams and vehicles working together.

- 1 Filling excavations**  
 First, a grab vehicle will visit the site to fill in any excavations. We'll use approved recycled material wherever we can to reduce our impact on the environment.
- 2 Relaying surface layers**  
 Our contractors will complete the final layers to the highest standard and will try to match the existing surface.
- 3 Clearing the site**  
 Then our support drivers will clear all our equipment from the site.



## Carrying out temporary repairs

Sometimes a specialist surface takes time to complete. If we can't lay it within the five days on site, we'll carry out a temporary repair until we can arrange for it to be permanently reinstated.

### A seal of approval

When we've completed the work on your property, we'll give you a two-year guarantee card to confirm that the work has been carried out to the highest standard.

## Sorting out surfaces

When we repair surfaces, we do all we can to put them back to how they were before but it isn't always possible. You'll find more examples of how some surfaces may look on our website.



## Topping and turfing

We'll topsoil and seed or turf verges and lawns. Depending on seasonal growing conditions and weather, some areas may take longer to fully regrow and recover.



## Questions?

### Call us

0800 040 7766

### Email us

customercare@northerngas.co.uk

### Write to us

Northern Gas Networks, 1st Floor,  
1 Emperor Way, Sunderland SR3 3XR

 @NGNgas

 @northerngasnetworks

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

For **£10.83** a month, or **35p** a day, we keep your gas supply flowing and provide a fast and efficient emergency response service if you smell gas\*. To find out more visit: **[northerngasnetworks.co.uk/goodtoknow](http://northerngasnetworks.co.uk/goodtoknow)**

\*Based on current market figures

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