



# Putting everything back to normal

Here's what you can expect once we've finished your gas works

Smell gas?  
0800 111 999

we are  
the network

# What to expect

We've completed your gas works. We're now starting work to restore the site to as near to its original appearance as possible. Most surfaces should take up to five days to finish, 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 as much as possible.



3

## Clearing the site

Then our support drivers will clear all our equipment from the site.

## Specialist Surface Reinstatement

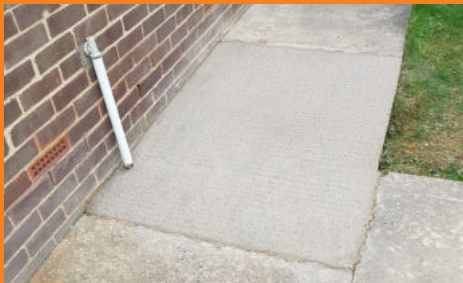
If your quotation included specialist reinstatement works, sometimes these surfaces can take longer to complete. If we can't complete this within 5 days, we'll carry out a temporary repair until we can arrange for it to be permanently reinstated.

### 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.

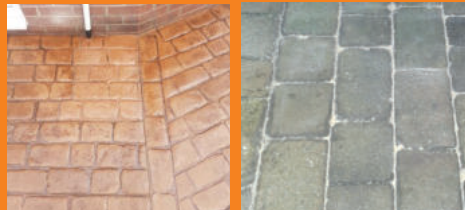
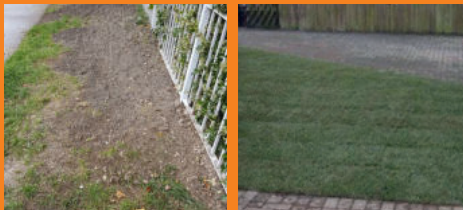
## Topping and turfing

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.



## 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.



## Questions?

### Call us

0800 040 7766 Option 2


### Email us

gasconnections@northerngas.co.uk

### Write to us

Northern Gas Networks,  
1100 Century Way,  
Thorpe Park Business Park,  
Colton, Leeds LS15 8TU

 @NGNGas

 Facebook.com/northerngasnetworks

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

NGN052



### Smell gas?

If you smell gas please call the National Gas Emergency Service immediately day or night on **0800 111 999**



We always strive to deliver a 10 out of 10 service to our customers. Your feedback is an essential part of helping us achieve this.

After the work is completed, you may receive a phone or email survey from our customer survey partner, Explain. This will consist of a few questions and should only take a short time to complete. Your feedback is extremely important in helping us continually improve our service and we value any comments you have.

