



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.

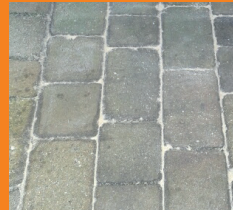
Topping and turfing

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

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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.

