

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

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 could 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

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

Carrying out temporary repairs

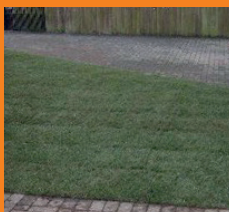
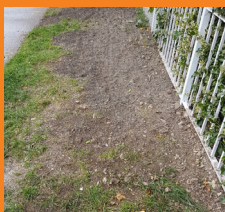
Sometimes a specialist surface takes time to complete. If we can't lay it within the five days on site, we'll carry out a temporary repair until we can arrange for it to be permanently reinstated.

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.

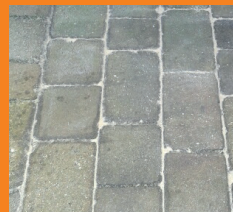
Topping and turfing

Depending on seasonal growing conditions and weather, we will topsoil and seed - or returf - verges and lawns. Some areas may take longer to fully regrow and recover.



Sorting out surfaces

When we repair surfaces, we do all we can to reinstate the surface as close as possible to its original condition. However, in most cases it is not possible to match the original surface, in particular the colour.



Questions?

Call us

0800 040 7766 Option 4

Email us

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Write to us

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1 Emperor Way, Sunderland SR3 3XR



@NGNgas



@northerngasnetworks

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

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Smell gas?

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

