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Project ref: SOE3068

Dear Gas Customer

We're upgrading our gas network in Norwood Road

We will shortly be starting work to upgrade our gas network in your street. We'll be replacing our old metal gas mains and services with new plastic pipe. This essential work will ensure you and your neighbours continue to receive a safe and reliable gas supply for many years to come.

Our contractor Forefront will be carrying out this project on our behalf.

We will start our project on Monday 11th January 2021 and it should be finished in approximately 16 weeks.

We've worked closely with UK Government to make sure we're working in line with all current coronavirus safety guidelines to protect you and our colleagues during the pandemic. We're carrying out extensive risk assessments before starting any work and we have extra safety precautions in place, including additional PPE for our engineers.

We may need to enter your home to upgrade your gas supply as part of this project. This will depend on where your gas pipe and meter are located. We'll also need to temporarily interrupt your gas supply and will provide five working days' notice beforehand.

Before we're due to arrive at your home, please let us know if anyone in your property has been diagnosed with coronavirus or is self-isolating with symptoms. You can contact us by texting 07490 077 649, filling in our online form at sgn.co.uk/coronavirus or calling our Customer Service team on 0800 912 1700.

When we need to enter your home, we'll ask for your help to keep you and our engineer safe by:

- keeping a two-metre distance from our engineer when they arrive at your door
- asking everyone in the property to stay in a separate room from our engineer
- clearing space for us to access your gas meter if it's housed in a cupboard indoors

We've enclosed a leaflet that explains more about our gas network upgrade. This information is available in different formats and languages by calling our Careline on 0800 975 1818 or emailing customer@sgn.co.uk.

If you've got any questions, please don't hesitate to get in touch with our Customer Service team. Once our engineers start work, they'll also be happy to answer questions at any time during our project. Please remember to keep a safe distance when speaking to our team or passing our site.

Thank you in advance for your co-operation.

Yours faithfully

Anthony Fulker
Project Manager