

Investing in your gas supply

City Centre Glasgow



SGN
Your gas. Our network.



We'll shortly be starting work to upgrade our gas network in Glasgow's City Centre.

This essential work involves the replacement of old, metal gas mains with new plastic pipe to ensure a continued safe and reliable gas supply.

Our work will take place in the following streets: Cochrane Street, George Square, St Vincent Place, St Vincent Street, Bothwell Street, Hope Street, Pitt Street, Waterloo Street, Queen Street and Argyle Street.

In agreement with Glasgow City Council, our project will start on Monday 17 June 2019 and last until February 2020. It will involve lane restrictions and lane closures in the areas where we're working. To minimise inconvenience as much as possible, we intend to carry out all our work without using temporary traffic lights or closing roads. However, this may be necessary at times to ensure everyone's safety.

You'll find further details, such as where we'll be working, overleaf.

We're committed to upgrading our network to ensure we continue to keep homes and businesses safe and warm long into the future. We're using the latest technology to minimise disruption as we replace our pipes in your community.

All businesses in the local area will remain open as usual. Local small businesses which suffer a genuine loss of trade because of our work may qualify for our compensation scheme. Packs are available from our website, sgn.co.uk, via the Publications section.

If you have any other enquiries about this project, please call Project Manager Paul Nisbet on **07815 867 962** during office hours (8am to 4.30pm, Monday to Friday).

 **Read more**
sgn.co.uk

 **Follow us**
[@SGNgas](https://twitter.com/SGNgas)

 **Find us on**
Facebook

 **Customer service**
0800 912 1700



Where is the work taking place?

We are sorry about any inconvenience our work causes and would like to thank road users for their patience. This is a complex engineering project, however we always aim to minimise disruption whenever possible.

Key

- Phase one work area
- Phase two work area
- Phase three work area
- Phase four work area
- Phase five work area



Phase one - approximately six weeks

On Monday 17 June, we'll start work in Cochrane Street and will progress west to St Vincent Place.

Phase two - approximately four weeks

From Monday 29 July, we'll be working in Queen Street between its junctions with George Square and Argyle Street.

Phase three - approximately four weeks

From Monday 26 August, we'll be working in St Vincent Street between its junctions with West Nile Street and Hope Street.

Phase four - approximately four weeks

From Monday 16 September, we'll be working in Hope Street between its junctions with St Vincent Street and Bothwell Street. We'll also be working in Bothwell Street, between Hope Street and West Campbell Street.

Phase five - approximately 14 weeks

From Monday 28 October, we'll continue progressing west in Bothwell Street up to its junction with Pitt Street. We'll then move south in Pitt Street up to its junction with Waterloo Street.

To minimise inconvenience as much as possible, we intend to carry out all our work without using temporary traffic lights or closing roads. However, this may be necessary at times to ensure everyone's safety.

The above start dates could change depending on the overall progress of the project. We'll keep you updated with any changes via Twitter (@SGNgas) and on our website sgn.co.uk.



Smell gas?
0800 111 999



If you need this leaflet in a different format or language, call 0800 975 1818

Your questions answered...

Q. Why are you doing this work now?

A. We need to replace these old gas mains and while there is no ideal time to carry out the work, the timescales have been agreed with the local council and other interested parties.

Q. How will it affect my local area and travel?

A. We'll always provide advance notification if we need to use temporary traffic lights or close a road. If our work affects local bus services, this will be advertised in advance too.

Some on-street parking in your road may be restricted to ensure certain stages of our work can be completed safely. We'll let you know when this is necessary, as your co-operation in keeping sections of the road clear helps keep our work on schedule.

We may need to take up space in the road or on the verge for a site storage area for our equipment. We'll restore any areas we've disturbed as quickly as possible after the project is finished. We'll also make good all road surfaces, pavements and driveways.

Q. When will you be working?

A. Our hours of work are agreed with the local authority. We will be working five days a week, 8am to 4pm. We are mindful of those people who live in the area and will try to minimise noisy activities where possible.

Q. How can I find out more about the work and how it might affect me?

A. We'll do our best to keep customers informed. After all, the work we are planning is for your safety. We'll share project information through our website

and social media, as well as local press and radio, and leaflets such as this one. We would welcome any ideas about other ways we can communicate with you to help raise awareness of what we're doing, such as details of community Facebook pages and independent websites, to which we can supply updates as the work progresses.

Q. Can I get this leaflet in another language or format?

A. We can provide you with this information in a different language or format, for example large print or Braille, by calling our Careline on **0800 975 1818** or emailing customer@sgn.co.uk

Q. How else can you help me?

A. We're here to keep you safe and warm all day, every day, whether we're upgrading our network or repairing a gas leak. We offer a range of services to provide extra help for those who need it most, including:

- Our free locking cooker valve, which helps keep people with dementia safe in their own home
- Advice on how to protect your family from carbon monoxide poisoning
- Connecting you to our gas network for free or for less through our Help to Heat scheme, if you're struggling to afford keeping your home warm
- Registering you on your energy supplier's Priority Services Register, so you'll receive priority support in a gas emergency or power cut

If you, or anyone you know, could benefit from any of our free extra help services, please visit sgn.co.uk/extra-help or call our Careline on **0800 975 1818**.

Every year we give our people a day on company time to team up and work on community projects of their own choice. We are always looking for other projects to complete so if you have any suggestions for your community please call Julie Lowrey on **01689 881 481**.