

Investing in your gas supply

Glasgow Road (A814) Dumbarton



SGN
Your gas. Our network.



We're upgrading our gas network in the A814 Glasgow Road, Dumbarton.

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

Recently, we carried out multiple emergency repairs on these mains, which are located on a busy junction in the town. We've decided, in agreement with West Dunbartonshire Council, that replacing these pipes would result in less disruption overall and give Dumbarton residents and businesses a reliable gas supply for many years to come.

Our project will start on Tuesday 7 May 2019 and last approximately 17 weeks. It will involve temporary road closures at Glasgow Road's junction with Castlegreen Street and Greenhead Road.

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 us on **0141 892 6610** during office hours (8am to 4pm, Monday to Friday).

 **Read more**
sgn.co.uk

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

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 **Customer service**
0800 912 1700



Where is the work taking place?



Key

-  Junctions closed in phases 1 and 2
-  Phase two road closure
-  Phase three work area

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.

Phase one - approximately three weeks

On Tuesday 7 May, we'll be working in Castlegreen Street. For everyone's safety, Castlegreen Street and Greenhead Road will be closed at their junctions with Glasgow Road. Local signed diversions will be in place at all times and access will be maintained for residents.

Phase two - approximately six weeks

From Tuesday 28 May, we'll be working at Glasgow Road's junction with Castlegreen Street and Greenhead Road. Due to the position of our gas main, we'll need to temporarily close Glasgow Road both ways. Castlegreen Street and Greenhead Road will also remain closed as in phase one. Signed diversions will be in place and large advanced warning signs will also be displayed.

We appreciate this road closure will cause significant disruption and we'll be working to complete our work and reopen the road as quickly and safely as possible. We've also decided, in agreement with West Dunbartonshire Council, that resurfacing works at the junction scheduled to take place later in the year, can instead take place during our work while the closure is in place. This will help minimise future disruption.

Phase three - approximately eight weeks

From Tuesday 9 July, Glasgow Road, Castlegreen Street and Greenhead Road will be reopened. We'll be working in Castlegreen Street near the fire station. Temporary two-way traffic lights will be in place while we work.

 **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 seven days a week, 7.30am to 6pm Mon to Fri, and 8am to 4.15pm on Saturdays and Sundays. 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**.