



Future proofing our network for your gas

We manage the pipe network that distributes natural and green gas to 5.9m customers in homes and businesses across the south of England and the whole of Scotland.

Whoever your supplier is, it's our pipes that deliver your gas.



Upgrade

Upgrading our network means we can continue to keep homes and businesses safe and warm for years to come, and of course there's no charge for any of this work.

What is mains replacement?

Old metal gas mains that have reached the end of their useful life need replacing with new yellow polyethylene (PE) plastic pipe that's designed to last 80 years. We prefer to insert the new plastic pipe inside the old main as this means less excavation and general disruption, but if this isn't possible, we'll need to dig a trench to replace the old with the new. We also need to check the small service pipe to your property is in good condition, and if we need to replace it, we'll try to put it and your meter back in their original position.

Keeping you safe

We're committed to keeping everyone safe at all times, which involves using the very latest technology to assess the condition of our pipes and prioritise our work.

How your street might look

We'll always keep driveways clear unless previously agreed with you

We'll always try to keep your meter in the same position if we have to replace your small service pipe



You may have barriers outside your home even if you don't use gas

New PE pipe is inserted inside the old metallic main

We'll check your small service pipe is in good condition



10/10

Survey

When we've finished working in your area, we may send you a survey to find out how we did. All comments are welcome as your feedback will help us deliver a 10/10 service every time.

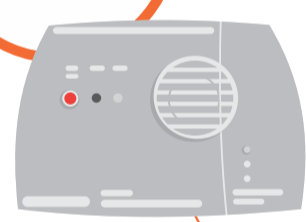
Vulnerable customers

Can you help us identify any elderly or vulnerable neighbours who may need additional care if we have to turn the gas supply off for a while? Call us on 0800 912 1700 or email us at mains@sgn.co.uk so we can advise them how to get added to their gas supplier's Priority Services Register, which will give them a number of free benefits. We always help those on the register and customers who need it the most, and can provide them with a free electrical heater and hot plate.

ID check

All our engineers and contractors carry a photo ID card with our company logo on it. Don't be afraid to check with our Security team on 0800 015 5170 that the person at your door is supposed to be there. No genuine engineer will mind you taking a few moments to check everything is ok.

Get an alarm!



Be CO aware

Our network only carries natural and green gas which is clean and safe, but poisonous carbon monoxide (CO) fumes can occur when gas, oil, coal, petrol or wood doesn't burn correctly. This can be caused by badly fitted or poorly serviced appliances in your

home and is very dangerous as CO gas has no smell, taste or colour. The symptoms of CO poisoning to look out for are headaches, nausea, dizziness, breathlessness, collapse and loss of consciousness, and you should seek medical advice immediately.

Symptoms of carbon monoxide poisoning



Think there might be CO in your home? Call the National Gas Emergency number 0800 111 999 immediately

We're sure you'll have some questions

Q. Will there be barriers and cones all over the place?

We put barriers around, or walkboards over, any holes we dig to keep everyone safe while we replace the mains. If it's a long section of pipe, we'll need to use a fair number, but we'll do all we can to avoid blocking driveways and footpaths unnecessarily.

Q. Will I be able to park outside my home?

Some on street parking may be restricted, but you'll be able to access your driveway or garage at all times unless previously agreed with you. We may take up a bit of road space or on the verge as a site storage area for our equipment, and we'll restore any areas we've disturbed as quickly as possible after the project is finished.

Q. What if I'm moving house or expecting a delivery?

The last thing we want to do is to add to your stress levels, so call our Customer Service team on 0800 912 1700 or speak to one of our on site engineers and we'll try our best to put special arrangements in place for you.

Q. Will you be turning my gas off?

In most cases we'll need to disconnect your supply for a while, but we'll let you know the date by dropping a card through your letterbox five days in advance.

Q. Do I have to be in when you turn the gas back on?

Yes, as we'll need to get into your property so we can carry out a safety check on all your gas appliances, and re-light your boiler. If you're not in, we'll leave you a contact card so you can call us to arrange for an engineer to come out as soon as possible, or you can speak to our on site engineers who will arrange it for you.

Q. What happens if my appliances fail your safety check?

You'll need to contact a Gas Safe registered engineer to get the appliances repaired. One of our on site colleagues will talk you through it, and you can then call the Gas Safe Register on 0800 408 5500 or search gassaferegister.co.uk to find someone local to do the work.

Q. Will you repair my driveway if you have to dig it up?

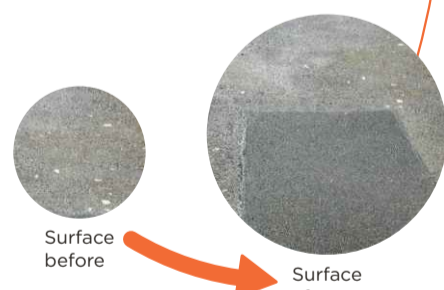
If we have to dig anywhere on your property, we'll need to test and possibly restore areas of tarmac, paving or grass we've disturbed, matching it as closely as we can to the original. New surfaces may take a while to blend in with older, more weathered areas, so please bear this in mind.

Q. If your mains are under the road, why is my property affected?

If your home or business has a gas supply, we'll need to test and possibly replace the small service pipe to your property, and maybe even move your gas meter. We'll always try to keep your meter in the same location, with relocation being our final option. This may mean some excavation within your garden or driveway.

Q. How will it affect local travel?

Sometimes we need to use temporary traffic lights, divert local bus routes, or close a road to keep the public and our engineers safe while we're working. We'll always let you know well in advance if this is the case.



We're always happy to help:

- 0800 912 1700*
- customer@sgn.co.uk
- sgn.co.uk

Smell gas? 0800 111 999

Further information about SGN, our Customer Charter and Guaranteed Standards of Service can be found at sgn.co.uk

*All calls are recorded and may be monitored

Follow these six steps if you smell gas:

- ✓ DO open windows and doors to help ventilate the gas
- ✓ DO turn off the gas supply at the meter and make sure any gas appliances are turned off
- ✓ DO call the National Gas Emergency number on 0800 111 999. Lines are open 24 hours a day, 365 days a year
- ✗ DON'T smoke or use any naked flames
- ✗ DON'T touch any electrical switches. Turning a switch on or off could ignite a gas leak
- ✗ DON'T enter a cellar if you smell gas, even if your gas meter is located in the cellar