



SGN

Your gas. Our network.

Know what's below

Protecting you and your family

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Are you planning on carrying out any home improvements such as building a conservatory, an extension, a new pond, decking, concreting, landscaping, fencing or planting trees in your garden? You must make sure you have drawings/maps showing any pipes or cables around your home. To obtain copies of our gas drawings/maps please visit our **Dig safely** pages on sgn.co.uk and follow the link to our online system.

This service is free of charge.

Our Dig safely page is also where you'll find advice on any protective measures you may need to take before you start work, whether you're planning on doing it yourself or hiring a professional.

Damaging gas pipes is dangerous and could lead to a fire or an explosion. It could also cause large-scale loss of gas supply to the local community and is potentially very expensive.



Responsibilities

It's the responsibility of whoever is doing the work to make sure they've complied with the relevant legislation and Health and Safety Executive (HSE) guidance.

In practice, this means anyone carrying out work must obtain a copy of any available colour drawings showing the position of buried utilities for reference before and during the project.

Non-recording of service pipes >

Individual service pipes are not normally recorded on gas network drawings. This is accepted practice and reinforced by guidance given in Design, construction and installation of service pipes – approved code of practice, published by the HSE, and IGE/TD/4 – Gas Services, published by the Institute of Gas Engineers and Managers.

What you need to do when planning a conservatory or house extension, landscaping, fencing or any other groundworks

It's the responsibility of whoever is undertaking the work to check with utility companies before the work starts.

If you're planning any building or digging work remember that gas pipes, power cables, water pipes and sewers all run underground and could be right beneath your feet. Construction or excavation work can damage underground services or prevent further maintenance.

Remember that obtaining planning permission or a building warrant from your local authority doesn't normally involve consultation with utility companies so you should get in touch with them when you start planning your project. This will help keep everyone safe.

Please visit our **Dig safely** pages on sgn.co.uk for more information and our online mapping system.



< Service entry



Gas services/work in gardens

If you're going to be carrying out work around your home, or a third party is carrying out work on your behalf and you have requested a map from us, **your own gas service may not be marked.** The simplest way to understand the location of your gas service is to know where it enters your house, as pictured.

Your gas service pipe usually takes the shortest route to the gas main, as shown on the sample network map/drawing above.

If you're unsure and need further help, please contact us and we'll arrange for a Plant Protection officer to contact you.



Any damage, however minor, must be reported to the National Gas Emergency Service

Planting a tree or landscaping your garden

Tree roots can damage utilities.

If you're planting trees or shrubs, make sure you consider the type of plant, root type and their location in relation to buried gas pipes to avoid any damage. We may need access to repair and maintain our pipes and equipment in the future, and we reserve the right to remove any tree or bush if we need to.

What happens if you damage a pipe?

If you damage a gas pipe:

- Call the National Gas Emergency Service on **0800 111 999** immediately
- **DON'T** attempt to make repairs yourself
- **DON'T** handle or attempt to alter the position of the exposed pipe

Damaging a gas pipe can result in:

- Major fire/explosion leading to death or serious injury
- Asphyxiation due to gas exposure leading to death or serious injury
- Loss of gas supply to individuals or communities
- Financial costs to you for repair and remedial work
- Enforcement action by the HSE

We will recover all reasonable costs incurred in repairing damaged gas pipes.

Delivering gas safely, reliably and efficiently

Your safety is our top priority

We manage the network that distributes natural and green gas to over 5.9 million customers in Scotland and the south of England.

We own and operate 74,000km of gas mains, and associated plant and equipment. We're committed to delivering gas safely, reliably and efficiently to every one of our customers.

Accidental damage to our pipes could put you or members of the public at risk.



Service entry



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 on your property is supposed to be there.



Meter box

Help

If you're planning any work on or around your property and you need more information, you'll find everything you need on our Dig Safely pages.



sgn.co.uk



0800 912 1722

Smell gas? 0800 111 999

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