

Investing in your gas supply

Hook Road Epsom



SGN
Your gas. Our network.



We're investing £78,000 to upgrade our gas network in Hook Road in Epsom.

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

In agreement with Surrey County Council, our project will start on Thursday 25 July 2019 and last approximately six weeks. It will involve closing a section of Hook Road to motorists while we carry out this work.

You'll find further details, such as where we'll be working and the diversion routes, overleaf.

We're committed to upgrading our network to ensure we continue to keep Epsom 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 **0800 912 1700**.

 **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

- Work area
- Southbound diversion route
- Northbound diversion route

We'll be upgrading our gas network in Hook Road from Thursday 25 July. To help minimise disruption, we've agreed to work collaboratively with BT whose engineers will also be working in Hook Road within our site.

For everyone's safety, we need to close the road to motorists in both directions between Chase Road and Woodstock Close. Signed diversion routes will be in place for northbound and southbound traffic.

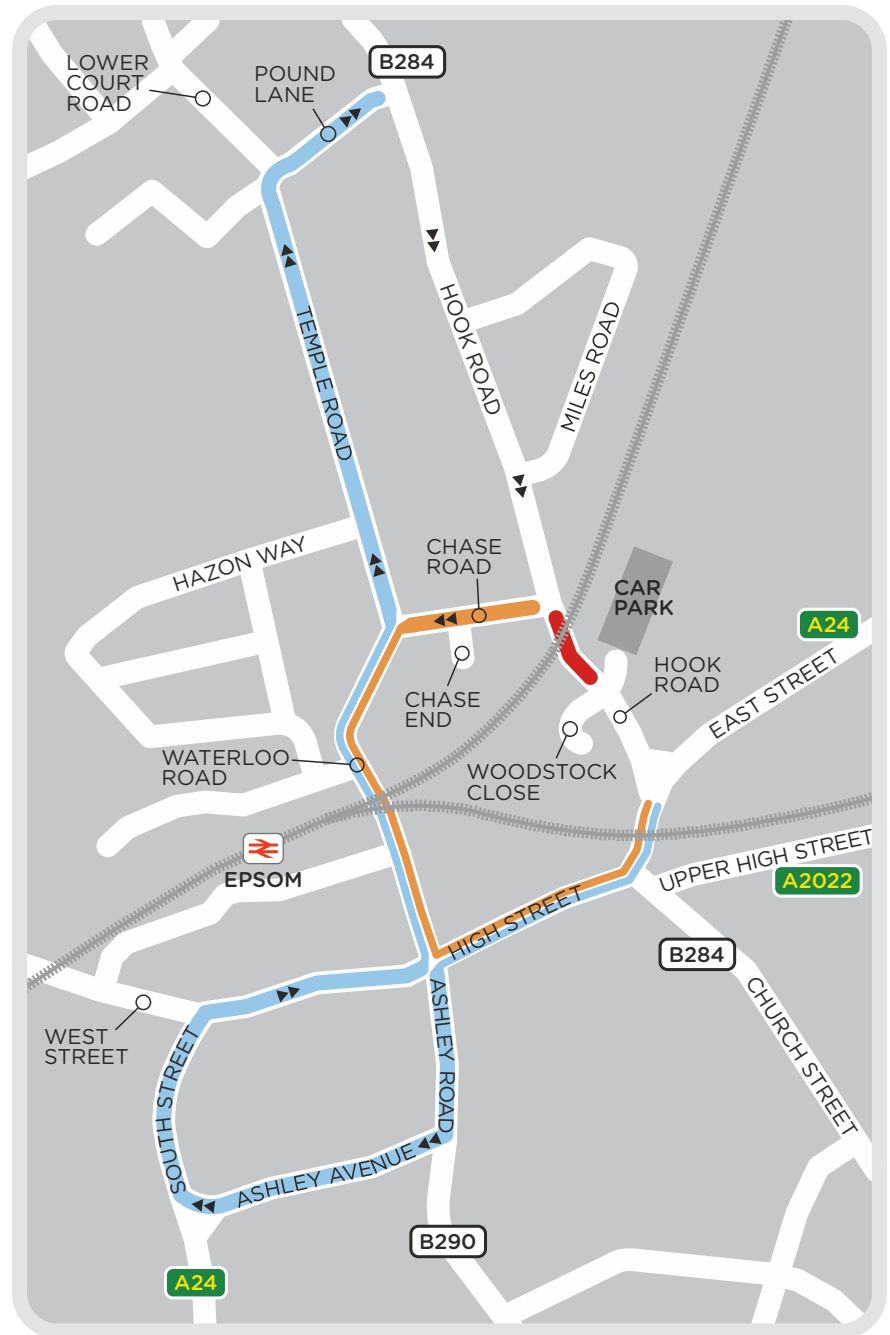
An alternative diversion route will be in place for HGVs while Hook Road is closed. HGVs should follow our signed diversions via Reigate Road, College Road, Alexandra Road, Upper High Street and Church Street before joining the route highlighted on the map.

Chase Road, Hook Road, Pound Lane and Temple Road will all be temporarily made one-way for safety and to manage traffic flow around our site.

Vehicles can continue to access the multi-storey car park opposite Woodstock Close.

Pedestrian access to properties and businesses along Hook Road will be maintained throughout.

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.



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. We've planned to carry out this work during the school summer holiday, when roads are typically quieter, to minimise disruption to the local community.

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 between 8am and 4pm on weekdays. 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**.