



A few commonly asked questions about our work:

Why do you need to replace the pipe?

The original metal gas pipes now need replacing with PE Plastic Pipe. The new pipe will ensure that we are able to continue to provide a safe and reliable gas supply to the community. Replacing the pipe will greatly reduce the risk of the pipe leaking and the supply being interrupted until repairs can be made.

Will there be an Interruption to my Gas Supply?

As part of the replacement works there may be a requirement to interrupt the gas supply to your property during the works. You will be given at least 5 working days' notice of the date(s) of any interruptions.

Why do you close a road or install traffic lights?

There are regulations relating to the amount of space required to work safely. If the road doesn't meet these requirements, we must use traffic management to ensure the safety of everyone around our worksite.

Why are engineers not visible on site?

There are many reasons why engineers may not be visible on site.

- Local pressure testing – during the installation process, we need to maintain local pressures in the gas network. This needs engineers to be off site at multiple governor locations in the area to monitor/adjust local pressures within the network. This is essential to maintain local gas supplies.
- Resurfacing – we may also not be present on weekends when resurfacing is carried out and curing of road surfaces are required.
- Collection of materials – we may need to leave site to collect parts and materials for the following day, which cannot be stored on site.
- Completed work – when further engineering works are not possible until the following day, continuing to work would take our team over their permitted working hours. This would go against safety restrictions of night-time working and mandatory fatigue restrictions enforced by the government.

Why do you not have more engineers on site?

To maintain network supply, we are required to work in shorter sections and extra engineers will not speed up operations.

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