



**Cadent**  
Your Gas Network

## Project information

**Gas main replacement on Hillwood Grove and Bowhay, Brentwood**

May 2021

### Who we are

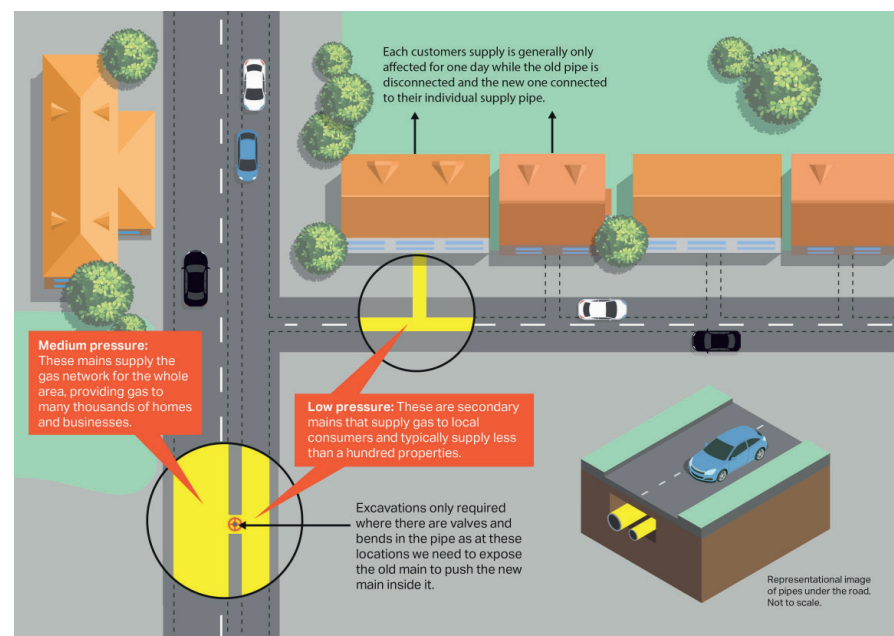
We connect customers to the gas they use. We own, run and maintain the gas network in your area, looking after the pipes that bring gas to your home and to local businesses. We don't sell gas – the gas we transport is owned by your gas company but we are responsible for it whilst it's being transported, making sure it's delivered safely to where it's needed.

For more information, please visit us at [cadentgas.com](http://cadentgas.com).

### What work are we doing in this part of Brentwood?

We are upgrading the gas pipes in various locations on Hillwood Grove, Hillwood Close, Kimlington Crescent and Bowhay to ensure you continue to receive a reliable gas supply for many more years to come.

Our aim is to replace all the metallic mains and service pipes in these locations. This means that we will need to excavate holes in the ground to access the gas pipes in order to inspect and replace them as shown in the following diagram.



### Our teams on site

All the teams you will see on site are experienced gas engineers and will be happy to help address any questions you have. Each team has a team leader you can talk to and a customer contact – you can identify them by the bright orange high-vis vest they wear. Please feel free to talk to them if you have any concerns.

### Your project manager

The manager of this project is Dave Bamber. He has been working in the gas industry for several years and is highly experienced in the delivery of complex gas infrastructure projects.

### Customers' special requirements

If you are living in a street affected by our work and you have any requirements, please make our on-site customer contacts aware. For example, if you have mobility problems and need full access to your property at all times, we can take account of this, but it's good for us to know about it in advance so we can have everything in place.

### Communications

Our aim is to ensure everyone who is likely to be affected by our work is kept up to date with our progress. Our customer officers will be visiting all affected properties and talking to as many people as possible to let you know what is happening when. They will be able to answer questions and provide additional information if you need it.

If you would like to receive regular updates on how the work is going you can opt in to receive SMS messages. Text **GAS Brentwood** to 82228 to subscribe to updates. Your standard SMS rates apply. Messages are free to receive and you can opt out at any time.

### Will the work affect gas supplies in the area?

We plan our work to minimise the amount of time anyone is without gas. Where we need to interrupt your gas supply we will communicate directly with you and let you know when you will be without gas.

If your gas supply is interrupted, we turn the gas off in the mornings to allow us to work safely on the pipes. Once the new mains have been laid and connected to the pipes that feed your homes, we have a team of fitters who go into all the properties, reconnect the supply and test the gas appliances. This can be as late as 8pm.

If you still haven't got gas by 7:30pm please call our customer team and explain you still don't have gas.

We completely understand the need to reduce disruption to your daily lives as far as possible, and will do everything we can to achieve this.

## What impact will our work have on the roads?

To deliver our work safely and securely, we will be using three-way traffic lights for part of the project on Hillwood Grove to manage the traffic flow in the area; we do not anticipate the need for any road closures. We will continue to work with Essex County Council throughout the works to prevent any avoidable disruption.

## How are we going to deliver our work?

We anticipate the project duration to be 10 weeks. If any changes are required we will keep you informed.

Due to the nature of the work involved, we have planned to deliver it in a number of phases to maximise efficiency and minimise disruption. We will be moving along the scheme as follows.

## Project phases

### Bowhay - starting 4 May 2021

#### Phase 1 - two weeks

Replace approximately 134m of existing gas pipe on Kimlington Crescent, up to the junction of Bowhay.

#### Phase 2 - two weeks

Replace approximately 170m of existing gas pipe on the cul-de-sac end of Bowhay, starting at the junction with Kimlington Crescent.

#### Phase 3 - two weeks

Replace approximately 180m of existing gas pipe on Bowhay, starting at the junction with Kimlington Crescent along to the junction with Spurgate.

We do not anticipate that traffic management will be required during these phases of the project.

### Hillwood Grove - starting 10 May 2021

#### Phase 1 - two weeks

Replace approximately 100m of existing gas pipe starting at the junction of Mount Avenue.

Three-way traffic lights will be in place for the duration.

#### Phase 2 - two weeks

Replace approximately 100m of existing gas pipe on Hillwood Grove in the direction of Ridgeway.

#### Phase 3 - two weeks

Replace approximately 180m of existing gas pipe along Hillwood Close.

#### Phase 4 - two weeks

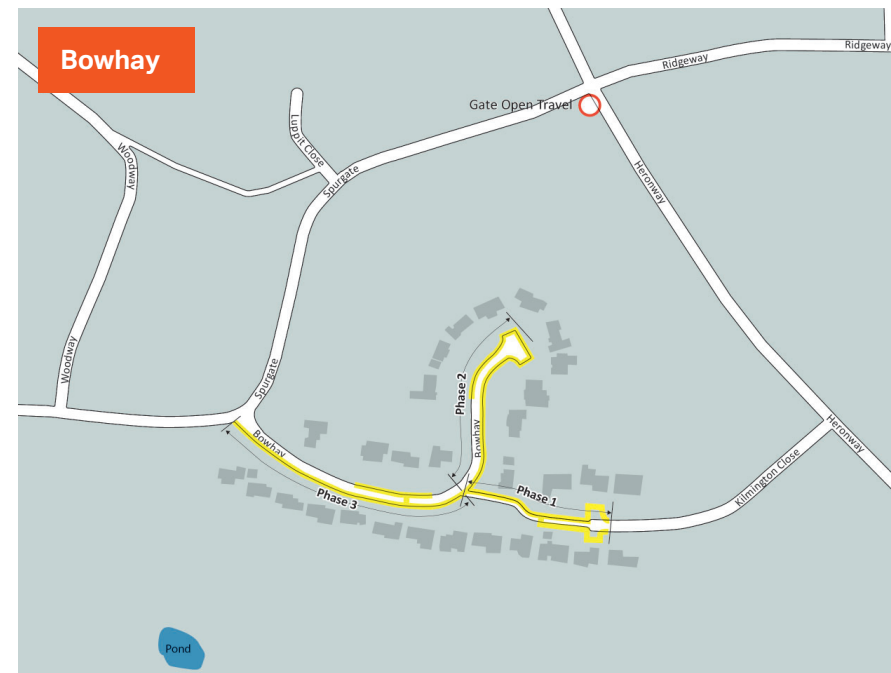
Replace approximately 180m of existing gas pipe from the junction of Hillwood Close towards Ridgeway.

#### Phase 5 - two weeks

Replace approximately 100m of existing gas pipe on Hillwood Grove up to the junction with Ridgeway.

Three-way traffic lights will be in place for the duration.

We endeavour to replace each gas pipe as indicated on the phasing plan, but sometimes you may see us on another part of the project due to unforeseen engineering changes.



## Compensation

If you own a business in the area which you feel may have been affected by the work we need to do, you may qualify for compensation if you rely on customers visiting your business premises for usual trade to take place.

For a full list of the qualifying criteria and further details visit

[www.cadentgas.com/sbc](http://www.cadentgas.com/sbc).

You can also call us on **0845 757 3202**; email us at [box.CS.busclaims@cadentgas.com](mailto:box.CS.busclaims@cadentgas.com); or write to us at Small business claims

Cadent  
Brick Kiln Street,  
Hinckley,  
Leicestershire, LE10 0NA

The claim must be submitted within three months of completion of the work.

All documentation must be received within six months of completion.

## Smell gas or suspect carbon monoxide?

Call for free on:  
**0800 111 999\***

Don't assume it's because of our work.

\*All calls are recorded and may be monitored.

## Contact information

If you have any questions about our work, you can contact us in a variety of ways. By letter to

### Customer Care

Cadent  
Brunel House  
Uxbridge Road  
Slough, SL2 5NA

By telephone on **0800 085 4478** (lines are open 8.00am to 8.00pm Monday to Friday and 9.00am to 4.00pm on Saturdays)

By email to

[CustomerCareLondon@cadentgas.com](mailto:CustomerCareLondon@cadentgas.com)

## Make an enquiry online

