

## Project information

**Gas main replacement on Stornoway Road, Hamstel Road and Droitwich Avenue, Southend-on-sea.**

April 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 speak with your Cadent representative or visit us at [cadentgas.com](http://cadentgas.com).

### Customers' special requirements

If you are living in a street affected by our work and you have any particular 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.

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

We plan our work to minimise the amount of time anyone is without gas. For the most part you will not experience any disruption to your gas supply. Where this needs to happen we will communicate directly with you and let you know when you will be without gas.

### 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.

### Our teams on site

All of 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 the Stornoway Road project is Stuart Griffiths. He has been working in the gas industry for a number of years and is highly experienced in the delivery of complex gas infrastructure projects.

### 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 them at [box.CS.busclaims@cadentgas.com](mailto:box.CS.busclaims@cadentgas.com); or write to them 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



## What work are we doing in this part of Southend-on-Sea?

We are going to be upgrading the gas pipes in various locations on Hamstel Road, Droitwich Avenue and Stornoway Road to ensure they remain safe and secure for many more years to come.

Our aim is to replace all of 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.

## What effect will our work have?

To deliver our work safely and securely we will be using traffic management to manage the traffic flow in the area. This will require temporary road closures with restricted vehicle access; diversions will be clearly signposted. We are continuing to work with Southend-on-Sea Borough Council to prevent any avoidable disruption.

The gas supply to each property on the streets highlighted will be affected during our work. When appropriate, we will arrange appointments with you to get you back on 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.

## How are we going to deliver our work?

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 detailed on the next page. All of these roads will have a road closure in place with through-traffic diversion. Vehicular access for residents will be maintained wherever possible.

## Project phases

### Phase 1 - two weeks starting 6 April

Replace approximately 105m of existing gas pipe from the junction of Southchurch Road to the junction of Droitwich Avenue on Hamstel Road.

Hamstel Road will be closed to Northbound traffic with a diversion route in place for the duration of engineering works.

### Phase 2 - one week starting 19 April

Replace approximately 72m of existing gas pipe on Droitwich Avenue, including the junction of Hamstel Road.

Hamstel Road will be closed to Northbound traffic with a diversion route in place for the duration of engineering works.

### Phase 3 - two weeks starting 26 April

Replace approximately 162m of existing gas pipe from the junction of Droitwich Avenue to the junction of Stornoway Road on Hamstel Road.

Hamstel Road will be closed to Northbound traffic with a diversion route in place for the duration of engineering works.

### Phase 4 - one week starting 3 May

Replace approximately 80m of existing gas pipe from the junction of Stornoway Road on Stornoway Road.

Stornoway Road will be closed in this location with a diversion route in place for the duration of engineering works.

The closure on Hamstel Road will be removed prior to this phase commencing.

### Phase 5 - one week starting 10 May

Replace approximately 64m of existing gas pipe from the junction of Oban Road to the junction of Stormness Road.

Stornoway Road will be closed in this location with a diversion route in place for the duration of engineering works.

### Phase 6 - one week starting 17 May

Replace approximately 75m of existing gas pipe from the junction of Belle Vue Road to the junction of Ilfracombe Road on Stornoway Road.

Stornoway Road will be closed in this location with a diversion route in place for the duration of engineering works.

### Phase 7 - one week starting 24 May

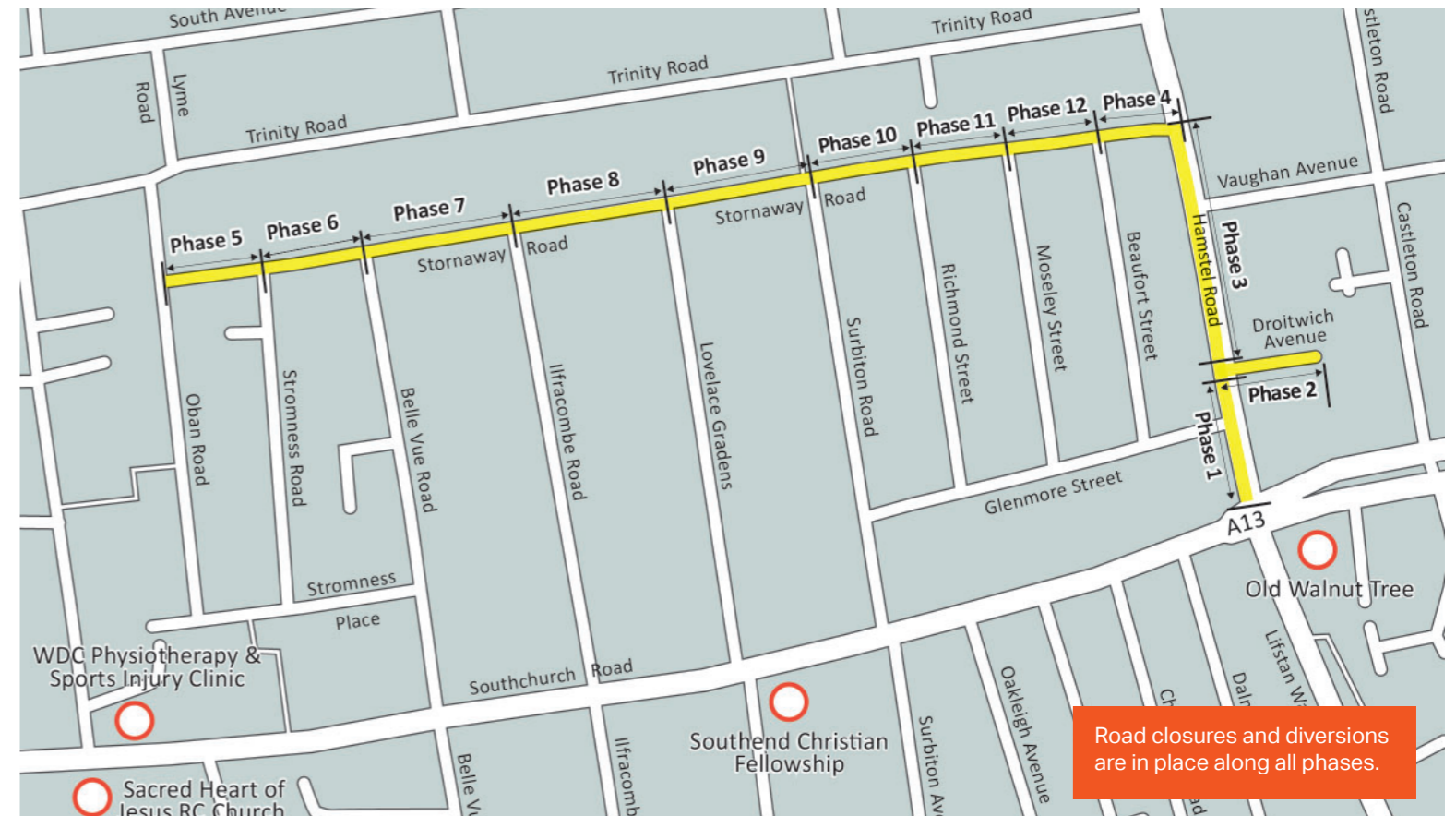
Replace approximately 110m of existing gas pipe from the junction of Ilfracombe Road to the junction of Lovelace Gardens on Stornoway Road.

Stornoway Road will be closed in this location with a diversion route in place for the duration of engineering works.

### Phase 8 - one week starting 31 May

Replace approximately 105m of existing gas pipe from the junction of Lovelace Gardens to the junction of Surbiton Road on Stornoway Road.

Stornoway Road will be closed in this location with a diversion route in place



for the duration of engineering works.

### Phase 9 - one week starting 7 June

Replace approximately 100m of existing gas pipe from the junction of Surbiton Road to the junction of Richmond Street on Stornoway Road.

Stornoway Road will be closed in this location with a diversion route in place for the duration of engineering works.

### Phase 10 - one week starting 14 June

Replace approximately 70m of existing gas pipe from the junction of Richmond Street to the junction of Moseley Street

on Stornoway Road.

Stornoway Road will be closed in this location with a diversion route in place for the duration of engineering works.

### Phase 11 - one week starting 21 June

Replace approximately 65m of existing gas pipe from the junction of Moseley Street to the junction of Beaufort Street on Stornoway Road.

Stornoway Road will be closed in this location with a diversion route in place for the duration of engineering works.

### Phase 12 - one week starting 28 June

Replace approximately 62m of existing gas pipe from the junction of Beaufort Street to the junction of Hamstel Road on Stornoway Road.

Stornoway Road will be closed in this location with a diversion route in place for the duration of engineering works.

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.