

# We are upgrading The gas pipes in your area

## 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.

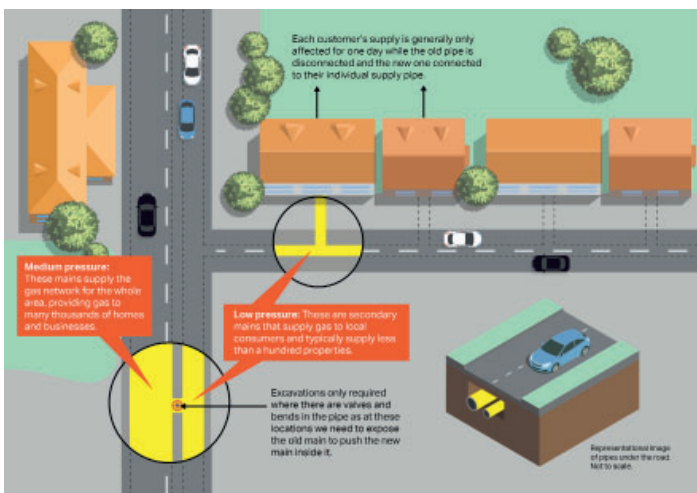
For more information, please visit us at [cadentgas.com](https://www.cadentgas.com).

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

We are upgrading the gas pipes along Bristol Gardens 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 this location. This means that we will need to excavate holes in the ground to access the gas pipes in order to inspect and replace them.

The general illustration below gives you an example of the sort of work we are engaged in.



## Our teams on site

All the team members you will see on site are experienced gas engineers and will be happy to help address any questions you have. The 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 project manager for our work on Bristol Gardens is Michael Soloman. Michael has been working in the gas industry for many 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 special requirements, please make our on-site managers or our customer contact 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 team 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.

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

An unavoidable consequence of these essential replacement works is that for affected properties we will need to interrupt the gas supply. However, we plan our work to minimise the amount of time anyone is without gas. We will communicate directly with you prior to your gas supply being interrupted. To minimise disruption, this phase of the operation will be carried out in the mornings.

Once the new mains and service supply have been laid, tested and commissioned, our team of Gas Safe registered engineers will complete safety checks on your own internal domestic installation to ensure that all is safe prior to re-establishing your gas supply. These checks are for your own safety and can take some time. However, they are important. Please be aware completion can be as late as 8pm.

If you haven't got gas by 7:30pm, please call our customer care team on **0800 085 4478** and let them know.

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?

We will be using multi-way traffic lights on Formosa Street and Shirland Road during the first phase of the project. Towards the end of phase 2, traffic lights will be in place on Clifton Villas.

## How are we going to deliver our work?

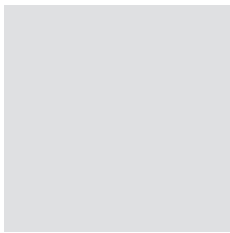
We anticipate the project duration to be 16 weeks. If any changes are required, we will keep you informed.

Due to the nature of the work involved, we have planned to deliver it in two phases to maximise efficiency and minimise disruption.

**Phase 1** starts on 24 July from the junction Formosa Street along to the junction Bristol Gardens. During this phase multi-way traffic lights will be in place on Formosa Street and Shirland Road and there will be no access to Formosa Street from Bristol Gardens.

**Phase 2** begins immediately after the end of Phase 1 and continues along Bristol Gardens to the junction with Clifton Villas. Multi-way traffic lights will be in place Clifton Villas during the final stages of the project.

As work progresses we will provide updates on our project website. Scan the QR code below.



## 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 Gas Limited  
Pilot Way Ansty Park  
Coventry  
CV7 9JU

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

All documentation must be received within six months of completion.



## 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



## 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.