

Frequently asked questions

Why do the works have to be done?

There are 37,000km of these pipes in the North of England, and they all need looking after. Some of the older, metal pipes have been in the ground for decades and have reached the end of their useful life. We need to replace them with modern plastic versions, which are more durable and can happily live undisturbed for many years to come.

How are the works planned?

We plan our gas mains replacement works in full consultation with local authorities and liaise with them on a regular basis to discuss our works programme and project durations. We also discuss with other utilities their plans for the area, and where possible we look for opportunities to co-ordinate activities. However, this is not always possible for many reasons such as different utility pipes and cables need replaced at different times and at different locations.

Will my gas supply be affected?

Unfortunately, we may need to switch off your gas supply for a few hours while we replace the gas main. We aim to give you 48-hours' notice before your gas needs to be turned off.

Will you need access to my property to do this?

We will need to access your gas meter to switch off your supply. If your meter is inside your home, we may have to ask you to wait in for us, so we can get to it. If you can't be at home please make sure that you give permission to someone who is aged 16 years or over.

How long will my gas be off?

We will work as quickly as we can to restore your gas supply, however you should expect to be without gas from approximately 9am in the morning until tea time. Once we've replaced the gas pipe, we'll check your appliances and switch your supply back on.

Who do I call if I need to get my gas put back on?

If you return home to no gas, you will see the engineers will have left you a card. Please give us a call on 0800 040 7766 (option 3), at your convenience, and we'll arrange to have an engineer come to your home to reconnect your gas supply and check your appliances. We aim to be with you within four-hours of your call.

Will you need to dig at my property or on my road?

Most of our work will take place in the road or footpath outside of your home. Where possible, we use the latest engineering techniques to reduce the number of holes we need to dig – helping to speed up the job and minimise disruption.

As well as working in the road, it's possible that we may need to replace the small pipe that runs beneath your garden or driveway and connects your home to the gas main.

It's known as a service pipe, and if yours is made from metal, it will need replacing with a plastic one. That's because plastic pipes are more durable than metal ones and will last for many decades to come. In some instances, we may need to move your gas meter but we'll make every effort to leave it where it is. One of our engineers on site will be happy to talk you through the process in detail.

Will you return my property to normal after work?

We always try to keep any digging to a minimum and we will fill in any holes neatly and to a high standard.

Whenever we replace tarmac, paving or grass, we'll do our best to find a close match. But please bear in mind that new paving, concrete or tarmac will always look different, until it has become weathered, and given the chance to blend in fully. Even then, may not always look identical.

If we need to do any digging in your garden or driveway, we'll fill in the hole once the new service pipe is connected. We will replace the surface within five days, if not sooner, and we'll give you a reinstatement guarantee of 24-months for your peace of mind.

Although we'll always aim to put your turf right as soon as possible, the best seeding conditions make it a seasonal activity. If circumstances are not suitable for growth at the time, we'll make sure that we return at a more appropriate time.

Will you return my road to normal after you have finished your work?

We will ensure the road is left clean and tidy once the reinstatement is complete and the barriers removed from site.

I don't have gas - how will I be affected?

If you don't have gas, we will not need access to your home and will not be working within your property boundary. There will be disruption to you while we are working in the road to replace the gas mains and services which serve your neighbours.

If you don't have gas, but are interested in finding out more information, please call us on 0800 040 7766 (option 2) and we can provide you with a quote for a new gas connection.

Do you provide any heating or cooking appliances whilst my gas is off?

If you think you might struggle to cope without your gas supply, even for a few hours, please let us know. We can provide electrical heaters and hot plates, for those who need them most, while the gas is turned off. Please call us on 0800 040 7766 to talk to us about your needs.

What if I have a disability or illness?

If you have a disability or illness which means you might struggle without your gas supply, even for a few hours, it's a good idea to get added to your gas supplier's [Priority Service Register](#). If you've got an elderly or vulnerable neighbour or relative who you think might benefit from this service, why not make them aware of it too?

What if I have concerns with the work that is carried out?

You can speak to a member of the on-site team who will be more than happy to help. If you are not satisfied with their response, please ask for the name and telephone number of the site manager.

How can I give Northern Gas Networks feedback?

We strive to minimise any inconvenience for our customers during our works. If you think we've done a good job, we'd love to hear from you. If, however, you feel we have fallen short, and have an issue that you've not been able to resolve with our team on-site, please call us on 0800 040 7766 (option 3).

What if my business suffers because of the works?

It is essential that we maintain the gas network and our engineers work hard to reduce disruption to homes and businesses where we are working. However, there will inevitably be some disruption.

You may qualify for compensation if you are a small business relying on customers being able to visit your premises for your business to carry out normal trade. You must meet certain criteria to make a claim, as set out by the Gas (Streetworks) (Compensation of small businesses) Regulations 1996. You can contact us on 0800 040 7766 for more information on how to apply.