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# We're replacing the gas pipes in your area

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Smell gas?  
0800 111 999

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# Who we are

**We're recognised as a dynamic, passionate, conscious and people focused team that safely and reliably delivers gas to over 2.7 million homes and businesses across the North East, northern Cumbria and much of Yorkshire.**

We look after

**2.7 million**

homes and business in the  
North of England

Although we don't source the gas, fix boilers and appliances, or get involved with plumbing, we work with those that do to deliver it through a vast network of underground pipes that are constantly being invested in and upgraded.

It's more complicated than it sounds and so we're always exploring cutting-edge thinking, revolutionary engineering practices and world-class science to find new ways to provide sustainable sources of energy.

And while you may not see us very often, you can sleep soundly knowing that we're working around the clock to keep you connected and make sure you stay safe.

That's  
**37,000**  
km of pipes

**If you need to  
get in touch**

**Customer Care Team**

0800 040 7766

**Check our engineers' ID**

0800 040 7766

**Write to us**

[customer care@northerngas.co.uk](mailto:customer care@northerngas.co.uk)

**Visit us**

[northerngasnetworks.co.uk](http://northerngasnetworks.co.uk)

# What we're doing

**Most of our work will take place in the road or footpath. 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.**

We'll put up barriers and cones around any excavations and do all we can to avoid blocking access to your property. There's nothing more frustrating than coming home to find a gas van in the way.

We'll also try to keep as much of the street clear as we can. If you're expecting a delivery that you think could be affected by our work, or you run a business from your property and need to make special arrangements, please speak to one of our engineers or call us on **0800 040 7766**.

## Working within your property

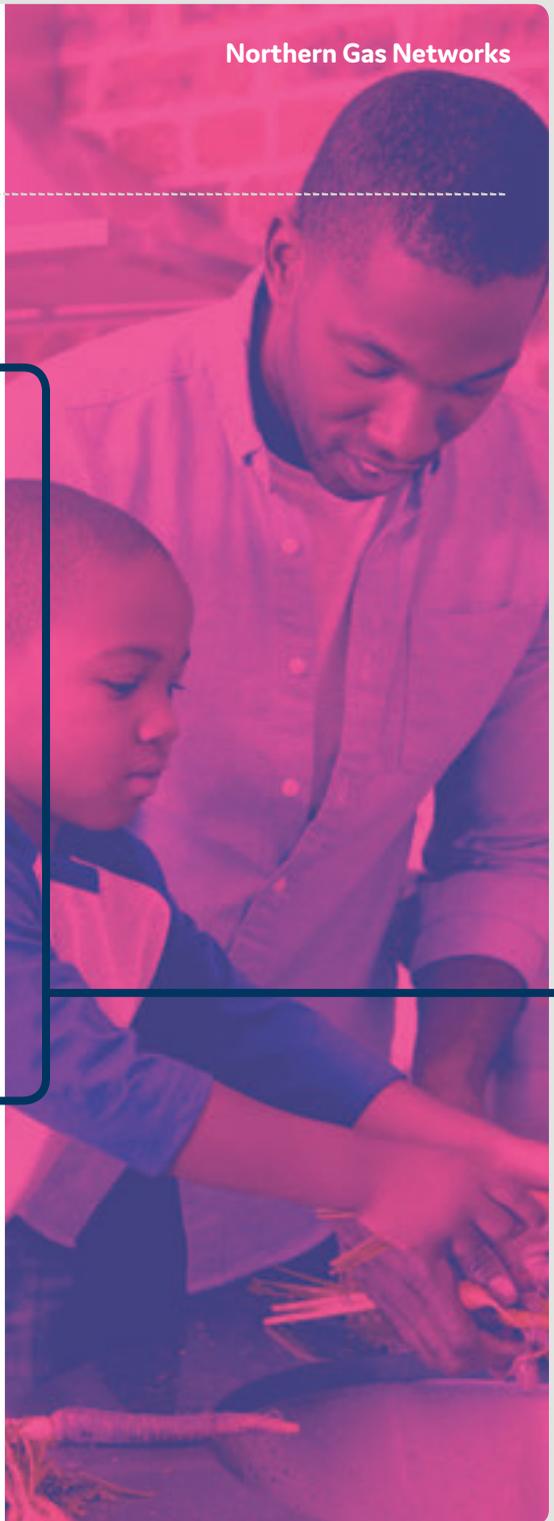
We may also need to replace the small pipe that runs beneath your garden or driveway and connects your home to the gas main. It's known as a service pipe, and if yours is made from metal, it will need replacing with a plastic one. In some instances we may need to move your gas meter but we'll make every effort to leave it where it is. One of our engineers on site will be happy to talk you through the process.



## What happens to your supply?

We might need to access your gas meter and switch off your supply for a few hours while we replace the main. We'll give you at least 48 hours notice to help you make arrangements.

If your meter's inside your home, we may have to ask you to wait in for us. If you can't be at home, give permission to someone that you trust to take your place. Once we've replaced the gas pipe, we'll check your appliances and switch your supply back on. For safety reasons, we always do this bit ourselves.



# How can we help

**If you think you'll struggle to cope without your gas supply, even for a few hours, please let us know.**



We'll provide electrical heaters and hot plates for those who need them most, while the gas is turned off. Please speak to our on-site team, or call us on **0800 040 7766**, when the work starts.



If you're elderly or have a disability or impairment, it's worth getting added to your gas supplier's Priority Services Register (PSR). Find out more by calling your gas supplier or by visiting **[northern-gasnetworks.co.uk/psr](https://www.northern-gasnetworks.co.uk/psr)**.



Once you're on the PSR, you'll be entitled to receive free gas safety inspections of your appliances and pipework if all the adults in your household qualify. There are many other free benefits too.



You can set up a password scheme through your PSR. When you arrange an appointment with Northern Gas Networks through your gas supplier, the person visiting you will use your password so you'll know the visit is genuine. \*

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If you don't have a password set up please contact the company that you pay your gas bill to and they'll be able to help.

## Referral services

You can also find independent help and advice from the following organisations:

Age UK - [ageuk.org.uk](http://ageuk.org.uk)

Citizen Advice Bureau - [citizensadvice.org.uk](http://citizensadvice.org.uk)

Energy Saving Trust - [energysavingtrust.org.uk](http://energysavingtrust.org.uk)

Gas Safe Register - [gassaferegister.co.uk](http://gassaferegister.co.uk)

National Energy Action - [nea.org.uk](http://nea.org.uk)

Royal National Institute of Blind People - [rnib.org.uk](http://rnib.org.uk)

Scope UK - [scope.org.uk](http://scope.org.uk)

## Match making

Whenever we replace tarmac, paving or grass, we'll do our best to find a close match.

However, new paving, tarmac or concrete will always look different at first. Once it becomes weathered it will start to blend in.

If we have to do any digging in your garden or driveway, we'll fill in the hole once the new service pipe is connected. We'll replace the surface within five days, if not sooner, and give you a 2 year reinstatement guarantee for your peace of mind.

Although we'll always aim to put any grassed areas right as soon as possible, we want to be sure it's during the best seeding conditions. If it's not the best time for growth, we'll come back at a more appropriate point to top soil and seed.

## Give us some feedback

We work hard to give you a 10 out of 10 service every time.

Losing your gas supply can ruin your day. That's why we'll make your safe, fast reconnection our number one priority.

If you think we've done a good job, we'd love to hear from you. And if you feel we've fallen short, and you haven't been able to resolve with our team on site, please call us on **0800 040 7766**. We'll do our best to resolve your issue as quickly as we can.

If you'd like this information in Braille, large print or another language, please call us.

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- t** 0800 040 7766
- w** [northerngasnetworks.co.uk](https://www.northerngasnetworks.co.uk)
- a** Northern Gas Networks, 1st Floor, Emperor Way, Doxford International Business Park, Sunderland, SR3 3XR



Part of your monthly gas bill goes towards keeping your gas supply flowing and providing a fast and efficient emergency response service if you smell gas.

**To find out more visit:**  
**[northerngasnetworks.co.uk/goodtoknow](https://www.northerngasnetworks.co.uk/goodtoknow)**



## Once we're finished

You may receive a survey in the post to let us know how the work went. All feedback helps us to improve your experience so even if you don't receive a survey, we'd still love to hear from you.

Please call us on **0800 040 7766**, or you can email your feedback to **[customercare@northerngas.co.uk](mailto:customercare@northerngas.co.uk)**



- t** @NGNgas
- f** @northerngasnetworks