

The Gas Consumer

Holborn
Lydiard Millicent
SN5 3ND

Wales & West House
Spoooner Close
Celtic Springs
Coedkernew
Newport NP10 8FZ

Tŷ Wales & West
Spoooner Close
Celtic Springs
Coedcernyw
Casnewydd NP10 8FZ

Telephone/Ffôn: **0800 912 29 99**
Fax/Ffacs: **0870 1450076**
Email/Ebost: enquiries@wwutilities.co.uk
www.wwutilities.co.uk

Date: 14 July 2020

Our Reference: 3001366060

Important information about upgrading gas pipes in your area

Dear Resident

Further to our previous communication, I want to update you on our plans to upgrade the gas pipes in your area.

To make sure we keep you and your family safe and warm for generations to come, we're upgrading the gas pipes in your area, changing them from old metal gas pipes to new plastic ones. Work is set to begin on your street on 27 July 2020 and will take 4 weeks to finish. After this, we may be working in the surrounding area.

- We will need to dig in your street. We may also have to dig on your property. One of our team will let you know and discuss this with you before we start digging.
- We may need to disconnect your gas supply for a short period of time. This will allow us to upgrade the pipe that supplies your property safely. We will visit you at least 24 hours before (or put a letter through your door) to confirm the date we will need to do this.
- We will need to enter your home twice. In the morning, an engineer will come and turn your gas off safely at the meter so we can do our essential work. When this is complete, in the afternoon another engineer will visit you to turn your gas and appliances back on safely. If you need it, we will provide alternative cooking and heating facilities while your gas is off.
- Access to your property for deliveries, the local authority and emergency service vehicles will be maintained at all times.

I know this is a challenging time for everyone. So I want to reassure you that our priority while we're doing this work is keeping you and our colleagues safe. We will be taking the following steps:

1. If you or anyone else in your home have been contacted by the NHS and have been told to shield yourself from Covid-19 Coronavirus, or you or anyone else are currently self-isolating please let us know as soon as possible.

You can contact us either by calling our Customer Service Team on 0800 912 2999 or by emailing enquiries@wwutilities.co.uk. We will adapt how we work to suit your situation.

Smell gas? Call us!
Aroglï nwy? Ffoniwch ni!

0800 111 999

All calls will be recorded and may be monitored.
Bydd yr holl alwadau'n cael eu cofnodi ac
fe allant gael eu monitro.



Wales & West Utilities Limited
Registered Office:
Wales & West House, Spoooner Close, Celtic Springs,
Coedkernew, Newport NP10 8FZ
Registered in England and Wales number 5045791

2. Our engineers will follow all hygiene and social distancing guidance. They will wash their hands before entering your home, and keep a social distance at all times. This may include asking you to move to another room while they are working in your home.
3. Our engineers will also maintain social distance while working in the street. We would respectfully ask that you keep a 2m (6 feet) distance while passing our work site.

This work is part of our programme to upgrade the gas network across Wales and south west England. It is essential to keep the gas flowing safely and reliably today, and make sure the gas network is ready for a green future.

If you have any questions or concerns about our work, contact our Customer Service Team on 0800 912 2999 or by emailing enquiries@wwutilities.co.uk. Or you can contact us on Twitter @wwutilities or [Facebook.com/wwutilities](https://www.facebook.com/wwutilities).

Please find enclosed a leaflet that will give you a better understanding of what we have planned. If you would like to receive a copy of this letter in large text, in Braille or in another language, please let us know and we will do our best to meet your request.

Yours faithfully

Francis Kirk

Programme Controller

Our privacy notice can be found on our website www.wwutilities.co.uk/legal or a paper copy can be provided to you on your request. This will set out how we will collect and use information about you.

Smell gas? Call us!
Aroglu nwy? Ffoniwch ni!

0800 111 999

All calls will be recorded and may be monitored.
Bydd yr holl abwadiu'n cael eu cofnodi ac
fe allant gael eu monitro.



Wales & West Utilities Limited
Registered Office:
Wales & West House, Spooner Close, Celtic Springs,
Cardiffnew, Newport, NP10 8FZ
Registered in England and Wales number 5046791