

## **Frequently Asked Questions**

### **High Street, Brentwood**

#### **Why are you carrying out these works?**

We're upgrading the ageing gas pipes to tough, durable, long-lasting plastic pipes, which are expected to last over 80 years and will help reduce the likelihood of disruptive, unplanned work to repair ageing gas pipes in the future. Just as importantly, this work will ensure the network is safely carrying gas to heat your properties, provide hot water and cook your food.

#### **Are you able to complete the works faster?**

Our work to replace ageing gas mains is a major engineering project, which we've planned carefully with the local authority and where possible, we'll use innovative methods and technology to minimise disruption and reduce the time taken to do this work.

We've reduced the length of this project by closing a few junctions on surrounding side roads, ensuring we accelerate progress and reduce the time we're in one area.

#### **Why can't you work throughout the night?**

We need to carry out our work during the day as we need access to properties to upgrade their gas service (that's the smaller pipe that connects gas to their property). When we do this, we need to turn off their gas supply temporarily, test their gas appliances and turn their gas back on.

#### **Will my gas supply be interrupted?**

If your property is on a road where we're replacing the gas pipes, then we'll need to turn off your gas supply for a short period of time on one or two days, starting from approximately 7.30-8.30am until approximately 8pm at night. We'll send you a letter if this directly affects you to let you know when this will be.

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

If you're registered on the Priority Service Register (PSR) or eligible to be registered, our team will offer alternative heating and cooking facilities.

#### **Will the works impact the buses?**

We've notified the bus companies of our works and plans are in place for buses to follow the diversions and temporary bus stops will be arranged.

#### **Will the works impact school transport?**

We're in contact with local schools to inform them of our works, so that school transport companies, parents and carers can plan extra time for their journeys.

Local primary schools will also be offered a free, fun and engaging lesson on Carbon Monoxide awareness if they haven't already taken part.

**Will emergency vehicles be able to get to properties within the junction closure if needed?**

Should the need arise, emergency vehicles will need to follow the short diversions as follows:

- Ingrave Road, Queen's Road, Kings Road

**How will you be ensuring that refuse collections continue as normal?**

This is a common question we encounter; we've contacted the refuse companies to advise them of our work and we'll work closely with them to ensure collections take place as normal on the dedicated day each week.

**When will the team be working on site?**

Our onsite team will be working 7 days a week, 7-7 Monday- Friday, 8-5 Saturday and 9-2 Sundays .

**I can't see anyone on site – what does this mean?**

There may be times when the team isn't visible on site during the allotted hours. Although it may appear that no one is working at the site itself, they'll be working in surrounding roads to insert pipes, make connections and to carry out testing, as well as allow for concrete curing. It is only once we are satisfied that the new pipe is safely supplying gas to customers that we can fill in the holes and tidy up.

**Will you fill in the holes and resurface once the project is complete?**

Once the work is complete, we'll fill in the holes and resurface the area we've dug up to nationally approved highways standards. We match the colour and texture to the existing surfaces as closely as we can, but new surfaces will take time to weather.

There may be times when holes have not been filled back in. This is due to sound operational reasons. For example, the nature of our work means it's often necessary for a hole to remain open to provide access to gas pipes in connection with gas pipes in other roads that we're working in.

We have a commitment to fill holes and return the paths and driveways on your property back to normal within five working days of your gas going back on. If you have a path or driveway made of specialist or hard-to-source materials, such as printed concrete, this may take slightly longer.

**Do you work with other utilities to reduce the disruption?**

When we plan our work, we always seek opportunities to work with other utilities to share road space to help minimise the impact to the community. These works have been carefully planned with Essex County Council and we will be collaborating works with their resurfacing team to minimise disruption as much as possible. We're still exploring whether there are other opportunities to share road space, however, some utilities we've engaged with have already upgraded their assets in this area.

If you have any specific questions, you can call our customer care centre on **0800 085 4478**. We're open from **8am to 8pm Monday to Friday**. You can also email us any time at **[CustomerCareLondon@cadentgas.com](mailto:CustomerCareLondon@cadentgas.com)**.

**Will I be compensated for loss of trade?**

If your business is showing a clear loss of gross profit, please visit our website to check the qualifying criteria and how to contact us. **[Small Business Claim](#)**