



Gas Customer

March 2024  
Dear Resident

### Update regarding the Gas Pipe replacement in Bedford Hill

I am writing to update you regarding our work to replace the gas pipes around Manville Road, Tooting. We are replacing the old metal gas pipes with new PE Plastic pipes to ensure that your community continues to receive a safe and reliable gas supply.

Our contractor, Forefront Utilities, is continuing to complete the work phases.

We will need to work in Bedford Hill from 2 April until 14 April. To complete the work safely we will need close Bedford Hill at the junction of Elmbourne Road. This work will be carried out during the school easter holidays to reduce the congestion caused.

Access will be maintained for residents and businesses and a diversion will be in place via Garrads Road>Tooting Bec Road>Trinity Road>St James Drive>Nightingale Lane>Balham Hill – Westbound and Balham High Road>Tooting Bec Road>Garrads Road – Eastbound.

Busses will be diverted, and all bus stops will be suspended within the closed area.

#### What will this mean to you?

- If your home or business is within the area closed, access will be maintained.
- Check bus details at <https://tfl.gov.uk/modes/buses/?cid=buses>
- Please ensure that any deliveries or visitors are advised of any closure.
- All emergency services will have access as required.

Please accept our apologies for any inconvenience caused by this work, If you've got any questions, please don't hesitate to get in touch with our Customer Service team by calling our Careline on 0800 975 1818 or emailing [customer@sgn.co.uk](mailto:customer@sgn.co.uk).

Thank you in advance for your co-operation and patience.

Yours Sincerely

***Mathew Staunton***

Project Manager



I have added a few commonly asked questions about our work.

**Why do you need to replace the pipe?**

The original metal gas pipes now need replacing with PE Plastic Pipe. The new pipe will ensure that we are able to continue to provide a safe and reliable gas supply to the community. Replacing the pipe will greatly reduce the risk of the pipe leaking and the supply being interrupted until repairs can be made.

**Will there be an Interruption to my Gas Supply?**

As part of the replacement works there may be a requirement to interrupt the gas supply to your property during the works. You will be given at least 5 working days' notice of the date(s) of any interruptions.

**Why do you close a road or install traffic lights?**

There are regulations relating to the amount of space required to work safely. If the road doesn't meet these requirements, we must use traffic management to ensure the safety of everyone around our worksite.

**The road is closed but there doesn't appear to be anyone working on site.**

There will be times when there is traffic management or work site in place, and no one can be seen working on site. This can be for many reasons, examples of which include.

- Awaiting reinstatement activities, such as concrete curing or tarmac delivery etc.
- Engineers working on another part of the project nearby but out of sight.
- Engineers requiring comfort breaks to eat etc.
- They may be collecting new supplies or arranging for changes to the planned work.