

# Your questions answered...

**Q. How will it affect my local area and travel?**

A. We'll always provide advance notification if we need to use temporary traffic lights or close a road. If our work affects local bus services, they will advertise this in advance too.

We'll let you know when on-street parking restrictions are necessary, as your co-operation in keeping sections of the road clear helps keep our work on schedule.

We may need to take up space in the road or on the verge for a site storage area for our equipment. We'll restore any areas we've disturbed as quickly as possible after the project is finished. We'll also make good all road surfaces, pavements and driveways.

**Q. When will you be working?**

A. Our hours of work are agreed with the local authority. During this project we'll be working Monday to Friday, 7am-5pm. We'll work extended hours and weekends when possible. We are mindful of those people who live in the area and will try to minimise noisy activities as much as we can.

**Q. Why are you doing this work now?**

A. We're carrying out this project in the winter months as they're typically quieter in terms of traffic.

**Q. Can I get this leaflet in another language or format?**

A. We can provide you with this information in a different language or format, for example large print or Braille, by calling our Careline on **0800 975 1818** or emailing [customer@sgn.co.uk](mailto:customer@sgn.co.uk)

**Q. How else can you help me?**

A. We're here to keep you safe and warm all day, every day, whether we're upgrading our network or repairing a gas leak. We offer a range of services to provide extra help for those who need it most, including:

- Our free locking cooker valve, which helps keep people with dementia safe in their own home
- Advice on how to protect your family from carbon monoxide poisoning
- Connecting you to our gas network for free or for less through our Help to Heat scheme, if you're struggling to afford keeping your home warm
- Registering you on your energy supplier's Priority Services Register, so you'll receive priority support in a gas emergency or power cut

If you, or anyone you know, could benefit from any of our free extra help services, please visit [sgn.co.uk/extra-help](http://sgn.co.uk/extra-help) or call our Careline on **0800 975 1818**.

## Investing in your gas supply Raeburn Place area Edinburgh



**We're investing £2.2 million to upgrade our gas network in the Stockbridge area of Edinburgh and we'll shortly begin the first section of our project.**

This essential work involves the replacement of old, metal gas mains with new plastic pipe to ensure a continued safe and reliable gas supply.

In agreement with the City of Edinburgh Council and local authorities, our work in the Raeburn Place area of Edinburgh will begin on Monday 6 January 2020 and last approximately 30 weeks. Some road closures will be in place, but we've split the work into two phases to minimise disruption.

**To help you understand more about our project, we're holding a drop-in session at Stockbridge Library on Monday 11 November. Come in and see us any time between 4.45pm and 7.45pm. We'll also have a designated person from our Customer Service team on site for the first few weeks of our project - you'll find them in Deanhaugh Street.**

You'll find further details, such as where we'll be working, overleaf.

If you have any enquiries about this project, please call us on **0131 469 1718** during office hours (8am to 4pm, Monday to Friday), or on **0800 912 0804** outwith these times.





# Where is the work taking place?

We are sorry about any inconvenience our work causes and would like to thank road users for their patience. This is a complex engineering project, however we always aim to minimise disruption whenever possible.

## Key

- Phase one work area
- Phase two work area
- Phase one and two diversion route
- Phase two diversion route



## Phase one - approximately eight weeks

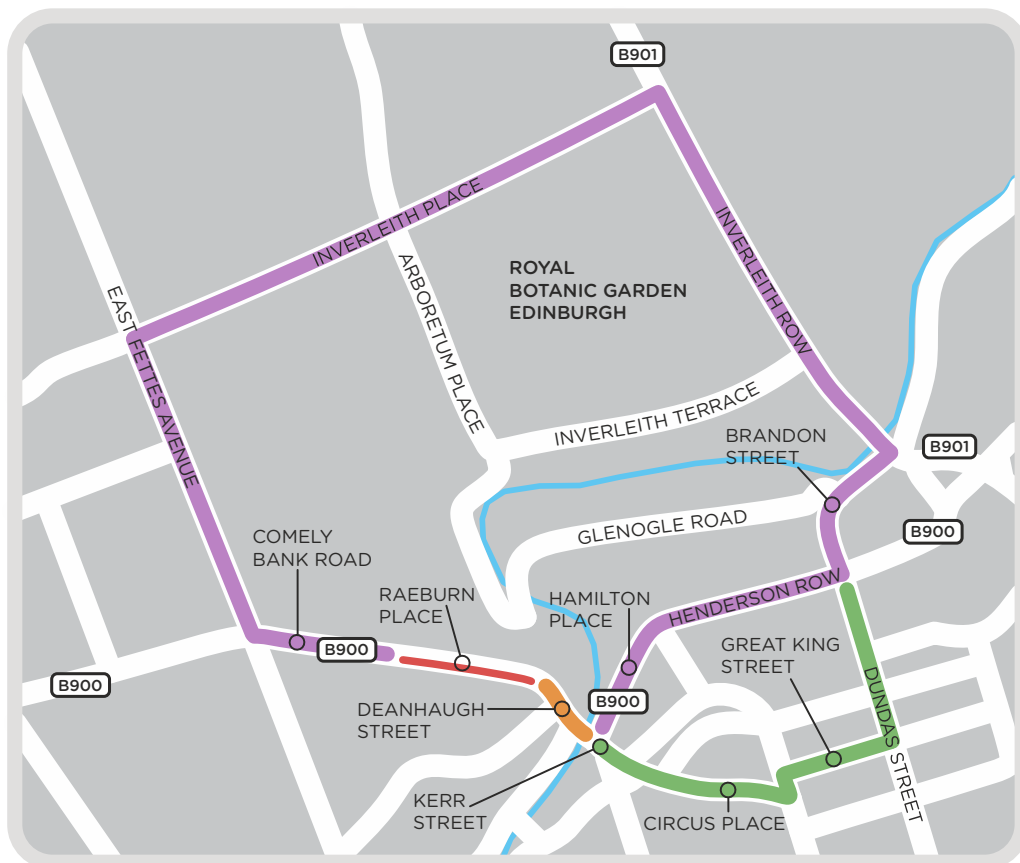
Our project will start in Deanhaugh Street on 6 January. The road will be closed and a signed diversion route will be in place for motorists. We'll also have temporary traffic lights in place at the junctions with Hamilton Place and Haugh Street for approximately four weeks.

## Phase two - approximately 22 weeks

Our engineers will then progress into Raeburn Place and the road will be closed to westbound traffic for the duration of this phase. A signed diversion route will be in place for motorists.

For the duration of our project, there will be restricted parking on Deanhaugh Street and Raeburn Place. Other parking suspensions will be in place at times in surrounding streets.

We'll have a dedicated person onsite throughout our project to help co-ordinate bin collections and deliveries for businesses.



**Smell gas?**  
0800 111 999



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