



Your questions answered...

Q. Why are you doing this work now?

A. We need to replace these old gas mains and while there is no ideal time to carry out the work, the timescales have been agreed with the local council and other interested parties.

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

A. Sometimes we need to use temporary traffic lights or close a road to keep the public and our engineers safe while the work is taking place. We'll always provide advance notification if this is the case.

As the local authority always looks to co-ordinate planned roadworks wherever possible, we need their permission to close roads. If our work affects local bus services, this will be advertised in advance too.

Q. How else might I be affected?

A. Some on-street parking in your road may be restricted to ensure certain stages of our work can be completed safely. We'll let you know when this is 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.

Every year we give our people a day on company time to team up and work on community projects of their own choice. We are always looking for other projects to complete so if you have any suggestions for your community please call Julie Lowrey on 01689 881 481.

Q. When will you be working?

A. Our hours of work are agreed with the local authority. We will be working five days a week, 8am to 4pm. We are mindful of those people who live in the area and will try to minimise noisy activities where possible. Whenever possible, we will work extended hours and at weekends.

Q. How can I find out more about the work and how it might affect me?

A. We'll do our best to keep customers informed. After all, the work we are planning is for your safety. We have our established channels, including our website and social media, as well as press releases for local media, update flyers and leaflets such as this one. We would welcome any ideas about other ways we can communicate with you to help raise awareness of what we're doing, such as details of community Facebook pages and independent websites, to which we can supply updates as the work progresses. Please email any suggestions to customer@sgn.co.uk.

You may already know us as Scotland Gas Networks but we've changed our name, logo and branding to SGN. We're still the same company and our local experts are still committed to delivering your gas reliably and keeping you safe.

Investing in your gas supply

Portobello Promenade Edinburgh



We're investing £270,000 to upgrade 1.6km of our gas network in Portobello Promenade in Edinburgh.

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

Following discussions with The City of Edinburgh Council, the work will start on Monday 9 January and will take approximately 15 weeks to complete. Our work will progress in stages westwards along the Promenade to reduce disruption as much as possible.

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

We're committed to upgrading our network to ensure we continue to keep homes and businesses safe

and warm long into the future.

We're using the latest technology to minimise disruption as we replace our pipes in your community.

All businesses in the local area will remain open as usual. We do have a compensation scheme in place for local businesses which suffer a genuine loss of trade because of our work. Packs are available from our website, sgn.co.uk, via the Publications section.

If you have any other specific enquiries about this project, please call us on **0131 469 1757** during office hours (8am to 4pm) or on **0800 912 1700** outside these times.



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Where is the work taking place?

Key

Work area



Parking restriction

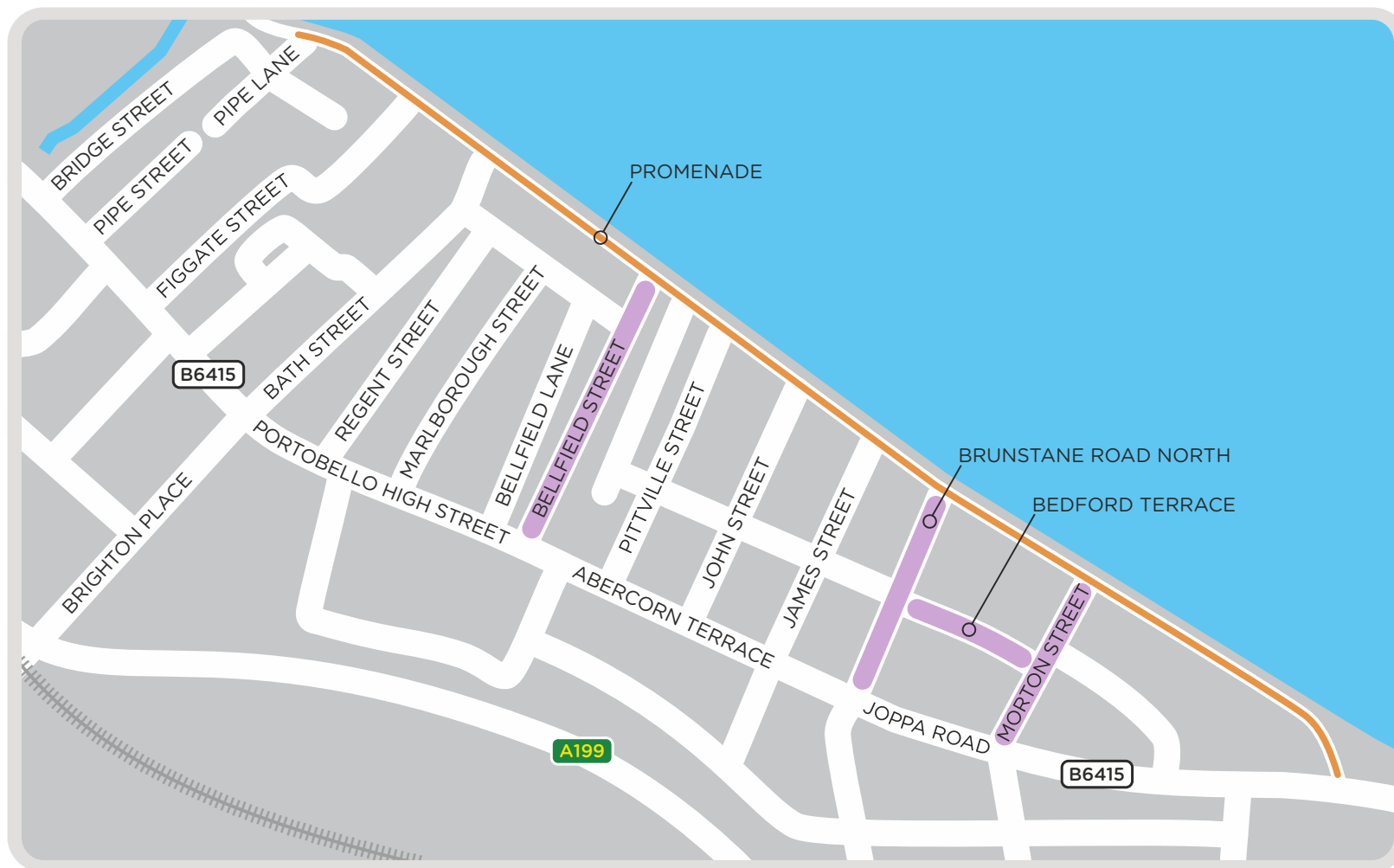


We are sorry about any inconvenience our work causes and would like to thank road users for their patience. This is a complex engineering project, however we always aim to minimise disruption whenever possible.

Our work in Portobello Promenade will begin on Monday 9 January. We will be working between its junctions with Joppa Road and Pipe Lane.

The project will start where Joppa Road meets the Promenade, and will then continue westwards in phases. We hope to keep the Promenade open for the duration of our work, however if a road closure is necessary you'll be notified in advance.

Some parking restrictions will be in place throughout our project in Morton Street, Bedford Terrace, Brunstane Road North and Bellfield Street.



To access this leaflet in an alternative format please call **0800 912 1700**



Smell gas?
0800 111 999