



The Gas Consumer
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Date: 31 March 2022
Our Reference: 3001696262

Important information about upgrading gas pipes in your area

Dear Resident

In line with Government guidance and advice, we are continuing our essential work. This will keep the gas flowing safely and reliably today, so your family are safe and warm at home, and prepare the gas network for a green future.

Work is set to begin on your street on 19 April 2022 and will take 9 weeks to finish. After this, we may be working in the surrounding area.

To do our work we will need to enter your home and disconnect your gas supply for a short period of time. Once we finish our work at your home, another engineer will visit to turn your gas back on (This will happen on the same day).

Before this, our team will contact you directly to let you know the date when we plan to work on your home. If you think you will need alternative cooking or heating facilities while your gas is off –let us know as soon as possible and we will provide this.

In the envelope with this letter, the booklet called ‘It’s time to upgrade the gas pipes in your area ’ gives you more information on what you can expect while we are working in your area.

I know this is a challenging time for everyone. I want to reassure you that our priority while we’re working is keeping you and our colleagues safe. Our engineers will follow all hygiene and social distancing guidance and wash their hands before entering your home. When they are in your home they’ll wear face coverings and eye protection. They may ask you to stand in another room while they work and keep a social distance at all times.

With this letter is also a leaflet called ‘Your Safety, Our Priority’. This gives you more information on how we will work safely.

PLEASE TURN OVER

Smell gas? Call us!
Aroglî 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, Spooner Close, Celtic Springs,
Coedkernew, Newport NP10 8FZ
Registered in England and Wales number 5046791

IMPORTANT

If you or anyone else in your home have been contacted by the NHS or your local GP and identified as clinically extremely vulnerable, or you or anyone else in your home is currently self-isolating with Covid-19 or symptoms please let us know as soon as possible. Call us on 0800 912 2999 or email at enquiries@wwutilities.co.uk.

If one of our team have already spoken to you about our work at your home, and your situation has changed since then (if you or anyone else in your home are now clinically extremely vulnerable, or self-isolating with Covid-19 or symptoms, or if you or anyone else in your home are no longer self-isolating) please update us by calling 0800 912 2999 or email at enquiries@wwutilities.co.uk.

If you have any other questions, or want to request alternative heating and cooking facilities, contact our Customer Service Team on 0800 912 2999 or email enquiries@wwutilities.co.uk. Alternatively you can contact us on Twitter [@wwutilities](https://twitter.com/wwutilities) or Facebook www.facebook.com/wwutilities.

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.

Thank you for your understanding at this challenging time.

Yours faithfully

Mick Gallavin

Programme Controller

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