

He added: *"We're very aware of the effect that our work can have on communities and commuters which is why we're working closely with Wiltshire Council to agree the best way to get this essential work done while causing the least inconvenience to the community."*

Arranging access to properties

We will need to arrange access to some properties so we can upgrade and then reconnect their gas services. We will write to all those properties where this will be needed and then visit them in person to arrange a mutually convenient time for this to be done.

Getting access to properties is key to the successful completion of this type of work. We would ask people to bear with us and to please help us arrange this most important final stage of the work.

Let us know what you think

We have an award-winning track record for customer service, but we don't take this for granted – and we really value your feedback.

Please let us know what you think by filling in the survey that our engineer gives you, because we know that it's only by listening, we can keep you happy.

Any questions?

Our Customer Service Team is ready to take your call if you have any questions about our work. You can contact them on 0800 912 29 99 or by enquiries@wwutilities.co.uk. Or, you can contact us on X, formally known as [Twitter @wwutilities](#) or [Facebook.com/wwutilities](https://www.facebook.com/wwutilities).

Thank you...

...for your patience and understanding. We're doing our best to upgrade gas pipes in your area as smoothly as we can.

For a clearer picture of what we've got planned, you can watch the video on our website.



Smell gas?

Call free on
0800 111 999*

*all calls will be recorded
and may be monitored.



It's time to
upgrade
the gas pipes
in your area



We're here for you...

You might not know it, but we bring the gas to your home. Every day our engineers are hard at work, taking care of the gas-pipe network hidden beneath your feet.



and we're working hard...

To make sure that we keep you and your family safe and warm for generations to come, we're upgrading the gas pipes in your area from old metal pipes to new plastic ones.

to keep everyone safe

We're spending £1.4 million on this every week as part of a 30-year programme to keep the gas flowing and make your gas network fit for the future.



What are we doing?

We're upgrading gas pipes in the Cowe Hill area of Limpley Stoke to make sure we keep the gas flowing to heat homes and power businesses in the area, so you and your family are safe and warm for generations to come.

We're investing £275,000 to replace current metal pipes with long lasting plastic pipes, fit for a sustainable future. Our work will start on 2 January and barring any engineering difficulties, we expect to be finished in May.

We know our work can be disruptive, so we have worked closely with Wiltshire Council to plan the work and keep disruption to a minimum. To keep the local community, road users and our colleagues safe while we are working, traffic management will be in place and our work will be carried out in phases.

Phase One

- Between 2 January and 26 January, a road closure will be in place on Lower Stoke between the junctions of Winsley Hill (B3108) and Woods Hill.

Phase Two

- Between 27 January and 8 March, a road closure will be in place on Lower Stoke/Crowe Hill from junction of Woods Hill to outside 7 Crowe Hill.

Phase Three

- Between 9 March and 19 April, a road closure will be in place on Crowe Hill from outside 7 Crowe Hill to the junction of Cliffe Drive.

Phase Four

- Between 22 April and 24 May, a road closure will be in place on Woods Hill

Diversion routes will be clearly signposted, and motorists are advised to allow extra time for travel.

Your Questions answered

Our team is available to answer your questions about our gas pipe upgrade work.

On Wednesday 6 December, we will be at Limpley Stoke Hotel, Woods Hill, Limpley Stoke, BA2 7FZ between 9:30am – 5:30pm.

Upgrading your gas supply pipe

We may be upgrading your gas supply pipe too. If we need to do this, we'll write to you directly with more information. Our team will also be going door to door, answering any questions you may have about our work.

Business as usual for local traders

All local businesses will be open as usual, and we will accommodate trade deliveries where possible.

Why are we doing this work?

It's part of our multi-million-pound, 30-year, gas pipe investment programme across Wales and the south west of England. Old metal gas pipes within 30 metres of buildings are being upgraded to new, long lasting plastic ones. We are spending £2 million on this programme every week to keep the gas flowing and make sure your gas network is ready to transport green gases like hydrogen and biomethane.

Who will manage this work?

Simon Lee is managing this gas pipe upgrade work. He said: *"We know that working on roads like these is not ideal, but it really is essential to make sure we keep the gas flowing to homes and businesses in the area, and to make sure the gas network is fit for the future. We'll have a team of gas engineers on site throughout the project to make sure our work is completed as safely and as quickly as possible while keeping disruption to a minimum."*

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AND PIPELINE SERVICE

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