

MAINTENANCE AND UPGRADE WORK ON GAS SITES



FAQS

1. What are you doing to this site and why?

As part of our ongoing commitment to maintain the integrity of our pipes and assets, we're carrying out some routine maintenance and upgrade work. We'll maintain the site's current level of security during the refurbishment work and beyond. We'll aim to give neighbours and community stakeholders notice of the work.

2. Who is doing the work?

Cadent, the local gas distribution network in your area. Cadent owns, operates and maintains the largest gas distribution network in the UK, transporting gas to 11 million homes and businesses across half of the country, as well as providing the national gas emergency service for the UK.

3. What am I likely to see and hear?

Work will take place within the compound and around the boundary line. The upgrade project involves removing the existing perimeter fence and replacing it with a new 4m high steel grey fence and installing new access gates, lighting and other associated improvements.

Towards the end of the project we'll test the lighting on a weekday evening to make sure everything works properly as part of commissioning. The lights may go on and off during this period and neighbours might see work to align the light heads too.

We'll do all we can to keep any noise, light and disruption to a minimum.

Once the work is complete the lights should only come on for a short period in the hours of darkness, when movement is detected.

4. What are the working hours?

Working hours will be 7.00am until 6.00pm weekdays. If weekend work is necessary, we'll agree this with the local authority, and write to you in advance to let you know.

5. Will you remove any trees or hedges?

The site may currently be screened by trees or hedges. We may need to remove some trees around the site and trim back others before we can start the main construction work.

The new fence needs a minimum clearance of two metres on either side which means it isn't possible to work around the trees. We'll keep clearance work to a minimum, under the watch of an ecologist.

When we've completed the work, we'll discuss replanting areas with landowners, the relevant local authorities and local conservation organisations to make sure any replacement planting benefits the local environment. We'll discuss any screening issues with individual residents, as needed.

When we do plant new shrubs they'll most likely be low level shrubs like Hazel, Hawthorn and Grey Willow, for future maintenance and access considerations. You'll appreciate they will take time to grow to their full height.



6. Will the work harm local wildlife or ecology?

We work hard when planning work like this to protect, as far as reasonably practicable, areas of local amenity value. These include important existing habitats and landscape features like ancient woodland, historic hedgerows, surface and ground water resources and nature conservation areas.

7. Will it be noisy?

We'll monitor noise levels throughout and do all we can to keep them to a minimum. One example is our use of exhaust suppressors on our machinery and equipment.

8. What route will construction vehicles take during the work?

Our traffic management plan considers the local area, road network and speed limits. It's designed to minimise disruption while we're working at the site. Construction traffic avoids populated areas where possible. We'll write to neighbours in advance if we expect any oversized deliveries, road closures or diversions and include details of the planned route.

All heavy vehicle deliveries will call in advance to discuss the best route to site and arrange dates/times. They won't queue up on the road. A passing point for vehicles will be made in the site compound/access road. We'll install traffic signage at the site entrance to keep access entrances clear and alert road users to traffic entering and exiting the site.

9. Will public footpaths be closed?

The work will take place within our site boundary so it's unlikely. If we do need to temporarily close/divert footpaths we'll do all we can to minimise disruption.

10. Who's responsible for clearing mud off the roads?

Wheel cleaning facilities on site help prevent the spread of mud. Despite this, it's still possible mud could spread onto roads. Please use our helpline to bring this to our attention.

11. Are all the people who work on the site Cadent employees?

We use experienced, well-trained and qualified contractors to carry out the work on our behalf. We manage our contractors and monitor their performance closely. You can leave any feedback about contractors via our helpline.

12. Will my gas or electricity supply be affected by the work?

As the site isn't directly connected to people's homes and businesses, local supplies won't be affected by these works.

13. Do you need any sort of permission to do this work?

As we own the site and aren't adding anything to it we don't need any permissions, like planning permission, to carry out the maintenance work.

14. Who do I call if I have a question or concern while work is underway?

Call our Contact Centre on 0345 8351111 or visit our website <https://cadentgas.com>.