

# 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. 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, this will be advertised in advance too.

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.

## 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, from 8am to 5pm. We are mindful of those people who live in the area and will try to minimise noisy activities where possible.

## 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'll share project information through our website and social media, as well as local press and radio, 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.

## 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

# South Beach Troon



## We're investing £454,000 to upgrade our gas network in the South Beach area of Troon.

This essential work needs to go ahead now to ensure your local community continues to receive a safe and reliable gas supply.

In agreement with South Ayrshire Council and Ayrshire Roads Alliance, our project will start on Monday 9 May and last approximately 24 weeks. Our work will mainly be carried out on footpaths or using give and take traffic management however, temporary traffic lights may be required at the junction of Yorke Road and South Beach during our project's second phase.

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.

We're working closely with the Scottish Government and public health bodies to make sure we work safely and in line with expert advice during the coronavirus outbreak. We have extra safety precautions in place to protect our colleagues and our customers from catching or spreading the virus as we carry out our safety-critical project.

If you have any other enquiries about this project, please call us on **0800 912 1700** during office hours (8am to 4.30pm, Monday to Friday).

There's more information about our coronavirus plans, as well as other ways to contact us, on our website: [sgn.co.uk/coronavirus](http://sgn.co.uk/coronavirus)



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[sgn.co.uk](http://sgn.co.uk)



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Customer service  
**0800 912 1700**



# Where is the work taking place?

## Key

Phase one work area



Phase two work area



Phase three work area



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.



### Phase one – approximately nine weeks

On Monday 9 May we'll begin work in South Beach, at its junction with Craigend Road. We'll be moving north up to outside number 86 South Beach. We'll then be working at the rear of number 86, continuing north at the rear of properties on South Beach, until we reach St Meddans Street.

### Phase two – approximately nine weeks

From Monday 4 July, we'll start working from South Beach's junction with Yorke Road. We may need temporary three-way traffic lights for everyone's safety while we're working at this junction. We'll then progress south towards Craigend Road, and then move east along Craigend Road up to number 9. During this phase, we'll need to carry out some work in Crosbie Court.

### Phase three – approximately four weeks

From Monday 29 August, we'll be working in Crosbie Court and Warrix Gardens.

Our work will mainly be carried out on footpaths or using give and take traffic management, however temporary traffic lights may be required at the junction of Yorke Road and South Beach during our project's second phase. Bus stop and cycle lane closures will also be required.



**Smell gas?**  
**0800 111 999**



**If you need this leaflet in a different format or language, call 0800 975 1818**