

# Why are we doing this work?

We know this may seem like a bad time, but this work is essential to keep gas flowing safely and reliably today. It is part of our programme to upgrade the gas network across Wales and south west England, and to make sure our gas network is ready for a green future.

## Get in touch

We know this is a worrying time. So if you have any questions or concerns about our work, contact our Customer Service Team on:

**0800 912 2999**

Enquiries@wwutilities.co.uk  
between 8.00am and 8.00pm



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

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# Your safety. Our priority.

How we're protecting you during essential work



# We're Wales & West Utilities

We're the team looking after the pipes that bring gas to your home for heating, hot water and cooking. Our network transports gas to homes and businesses throughout Wales and the south west of England. We respond to gas emergencies, connect new homes and businesses and upgrade old metal gas pipes to new plastic ones.

## What we're doing

We're upgrading the gas pipes to keep your gas flowing safely today, while making sure our network is fit for the future. This means your gas supply will be reliable today, and prepare the pipes for green gases like biomethane and hydrogen, so you can heat your home in a green and affordable way long into the future.

To do this work, we'll need to enter your home. Read on to find out how we'll do this safely.

### Important

If you or anyone in your home has been told by the NHS that they are clinically extremely vulnerable, or you or anyone else are currently self-isolating, we'll adapt how we work. Let us know by **calling** or **emailing** us.

**0800 912 2999**

**enquiries@wwutilities.co.uk**



## Keeping you safe

### The measures we're taking

All of our engineers will be working to the highest standards of hygiene and social distancing. If you need it, we will provide alternative cooking and heating facilities while your gas is off.

**Your safety is our priority.**



#### Entering your home

Before we work at your home, one of our team will visit you and discuss in detail what we'll have to do, and when. On the day, an engineer will visit you in the morning to turn your gas off safely at the meter so we can do our essential work. When this is complete, in the afternoon another engineer will visit you to turn your gas and appliances back on safely.

#### Hygiene and social distancing

Our engineers will wash their hands before entering your home. When they are in your home they'll wear face coverings and eye protection, and may ask you to stand in another room while they work.

#### Staying safe outside

Our engineers will social distance while working in the street. Please keep a 2m distance while passing our work site.

#### Accessing your home

Access for deliveries, local authority and emergency service vehicles will be maintained at all times.