

# Keeping the gas flowing in Penryn

Here you can find out more about our  
£450,000 investment in the Penryn area.

We're upgrading nearly 2 kilometres of gas pipe in Penryn so that the gas network is fit for the future.

We hope you find the information helpful. If you have any questions, our Customer Service Team is ready to take your call. You can contact them on **0800 912 2999** or by [enquiries@wwwutilities.co.uk](mailto:enquiries@wwwutilities.co.uk). Alternatively, you can contact us on Twitter [@WWUtilities](https://twitter.com/WWUtilities) or [Facebook.com/wwutilities](https://www.facebook.com/wwutilities).



**YOUR GAS EMERGENCY  
AND PIPELINE SERVICE**



# We're here for you

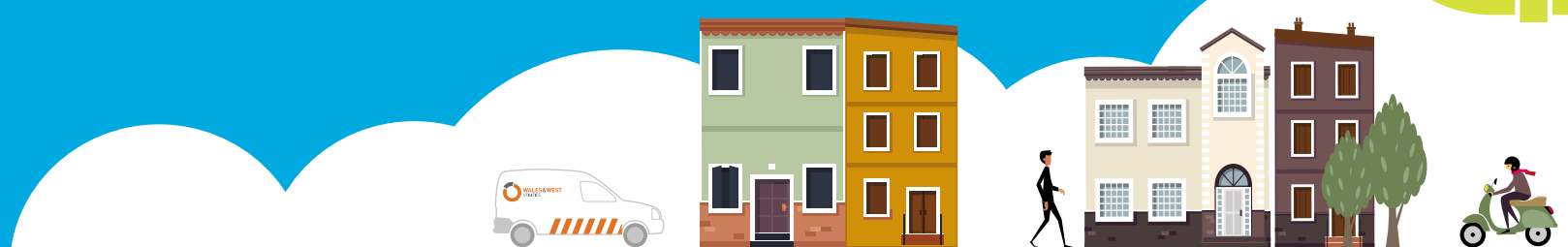
You might not know it, but we bring the gas to your home. Every day our engineers are hard at work, taking care of the gas network hidden beneath your feet.

## 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, changing them from old metal pipes to new plastic ones.

## ...to keep everyone safe.

We're spending £1.4m on this every week as part of a 30 year programme to keep the gas flowing and make sure your gas network is ready to transport hydrogen and biomethane, so we can all play our part in a green future.



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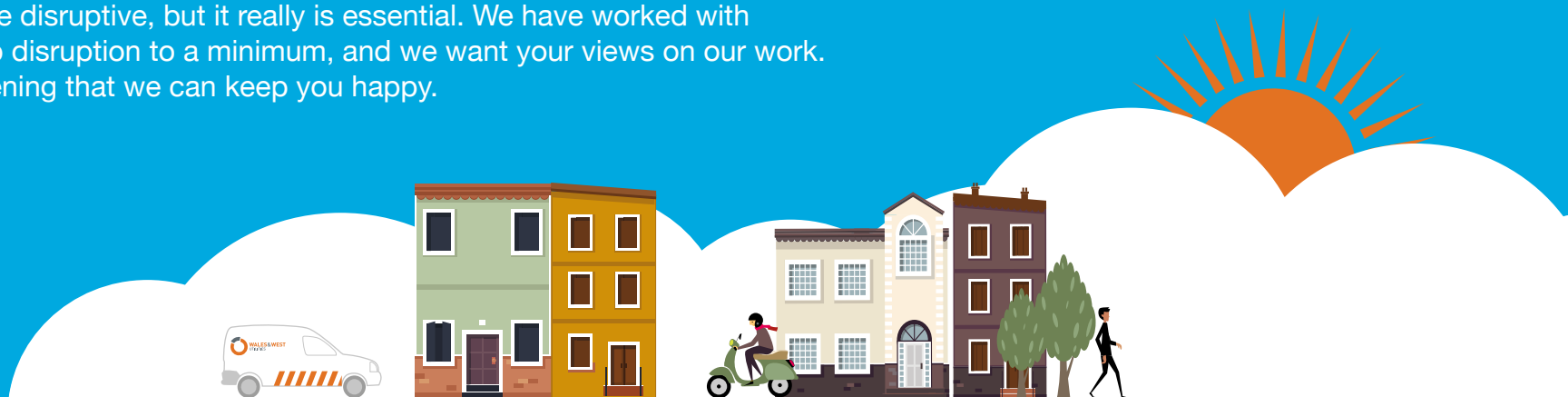
# What to expect

You'll notice signs and safety barriers being set up before we start work in your area. We want to cause as little disruption as possible and we use the latest technology to help with this.

We will put in the hours to get the work done as safely and as quickly as we can. We try to keep digging to a minimum, but you'll probably see a few holes in the road or pavement.

There may be traffic lights or temporary road closures which result in delays, but we'll keep you informed. And we'll do what we can to keep the traffic flowing and the roads safe.

We know this work will be disruptive, but it really is essential. We have worked with Cornwall Council to keep disruption to a minimum, and we want your views on our work. We know it's only by listening that we can keep you happy.



# What this means for you

As well as upgrading your gas network, depending on what the gas service pipe that supplies your home is made out of, we may have to upgrade that too.

If this is the case, we will write to you directly in plenty of time to let you know when we are going to be working at your property and temporarily turning your gas off. This date may change, but we'll let you know if it does.



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# Gas off for essential work

An engineer will visit you at least 24 hours before (or put a letter through your door) to tell you the exact time when we will turn off your gas supply.

- On the day, our engineer will turn off your gas and we'll then replace your service
- We may need to dig on your property, but we'll leave things as they were
- Our engineers will ask you for feedback once the work is complete.

Our team working in your area will be following clear guidelines to keep themselves and you safe from the spread of Coronavirus. Measures will include:

- Before entering your home, engineers will wash their hands with soap and water
- While in your home, they'll wear face coverings and eye protection, and may ask anyone else in the house to stand in another room while they are working
- When working in the street, they'll social distance as far as possible, and would urge local people who may be passing to keep 2m away from work sites

Please let us know if you are self-isolating. We'll then take extra precautions where working in your home is required. **Contact us on 0800 912 2999.**



# What this means for you



## Gas on now you are upgraded

- A different engineer will turn your gas back on
- We'll always try our best for this to be done the same day
- To make sure your gas appliances are safe, we'll need to complete a free gas-safety check
- If you're not home, we'll leave a card for you to call and arrange a time for us to turn your gas back on and to carry out the check
- Once the gas is back on, our engineer will ask for feedback.

## Finishing the job

- We'll fill in any holes on your land neatly and to a good standard
- Where reasonably possible we'll use the same type of material as the original
- We'll only resurface the part of your drive, path or garden where we've dug
- Our special reinstatement team will make sure we leave you happy.



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# Our work in Penryn

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Advanced warning signs will be in place to let road users and the local community know of upcoming road closures or traffic management.



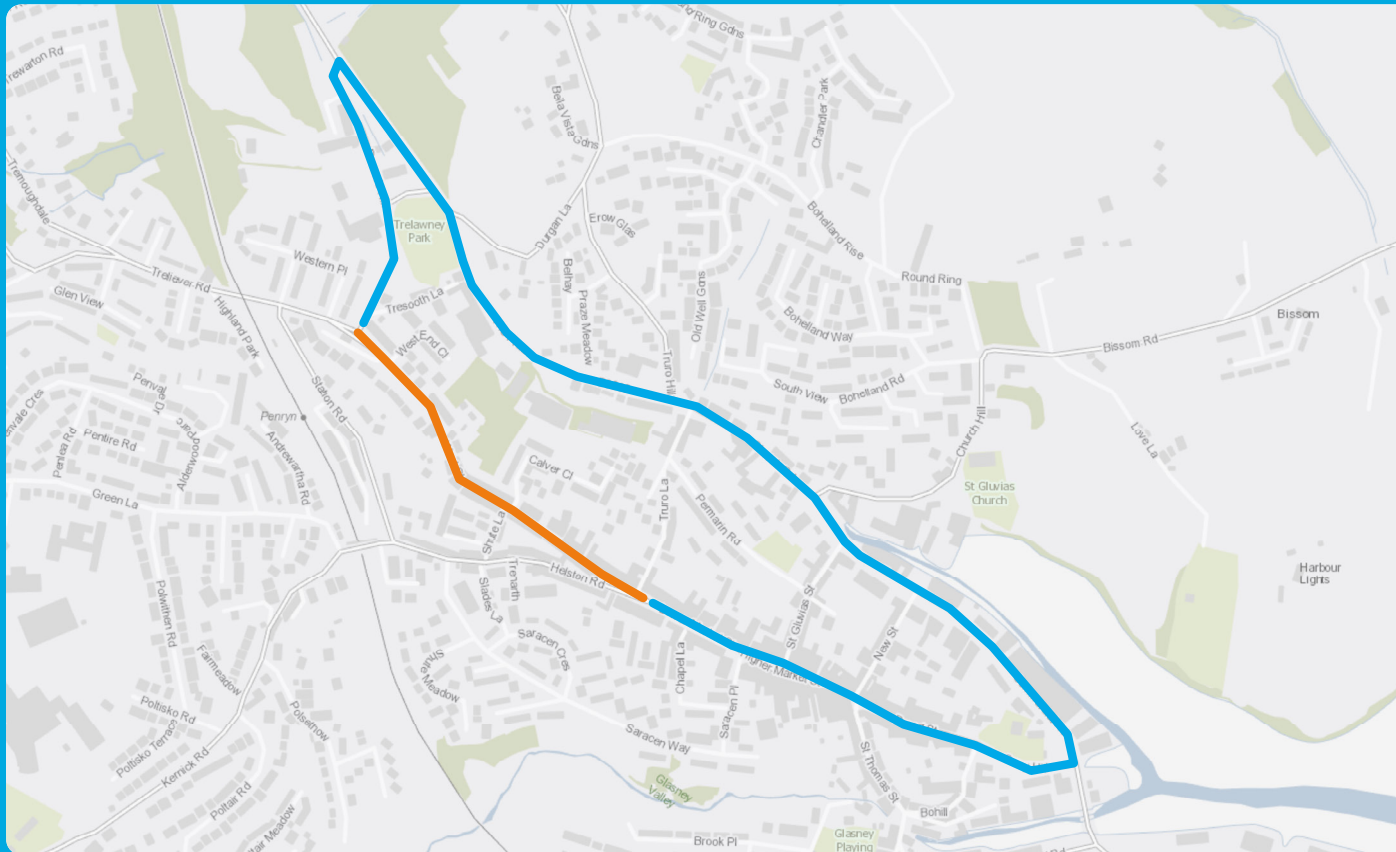
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# Our work in Penryn (map)



The map below shows more information on where we will be working.



 Road Closure

• West End

 Diversion route

- Browns Hill
- The Praze
- Church Road
- Commercial Road
- Quay Hill
- Broad Street
- Higher Market Street
- Lower Market Street



# Thank you

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

We appreciate that this work will be inconvenient, and we will keep you updated.

We always try to make sure we work efficiently, and as safely and as quickly as we can. We take your views very seriously and review our plans in light of them.



## Any questions?

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