

Questions & Answers

Stanley Hill, Amersham

Essential work is taking place over the school summer holidays to upgrade the gas distribution pipes beneath the road at A404 Stanley Hill, Amersham.

Upgrading the pipeline to tough, durable, long-lasting plastic means an end to that unplanned, disruptive work – and, just as importantly, ensures the network is safely carrying gas to heat your homes, provide hot water and cook your food.

When is work happening in Stanley Hill?

It will take place over six weeks, starting Monday 24 July 2023. There are three phases.

Phase 1 starts on **24 July** and should last around a week. This section runs from the White Lion Road roundabout to part-way around the corner, at the top of Stanley Hill. This section of road will be closed to traffic with the use of multi-way traffic lights at the roundabout. The team will work with residents to maintain access to driveways and for emergency vehicles. Diversions will be signposted for other traffic.

Phase 2 begins immediately after the end of Phase 1 and continues on from the same corner of Stanley Hill to the junction of Stanley Hill Avenue. This section of road will be closed for around two weeks. The team will work with the residents to accommodate access to driveways where possible. Where this is not possible, they will assist with alternative parking facilities. Diversions will be signposted for other traffic.

Phase 3 begins immediately after the end of Phase 2. The work area is from the corner of Stanley Hill Avenue to the southern junction of Salisbury Close. Traffic will be able to pass, but there will be traffic lights to manage the safe flow.

Traffic lights will be manned from 7am to 7pm, and emergency contact numbers will be posted at the worksite, should there be any issues out of hours.

If everything goes to plan, we hope to complete everything before schools return after the summer holidays. The work has been scheduled in for this period to minimise disruption to the local community and amenities.

Will I have the opportunity to speak to the Cadent project team directly?

We will be holding a community drop-in session on Wednesday 5 July at Amersham School; this will take place from 5pm-8pm.

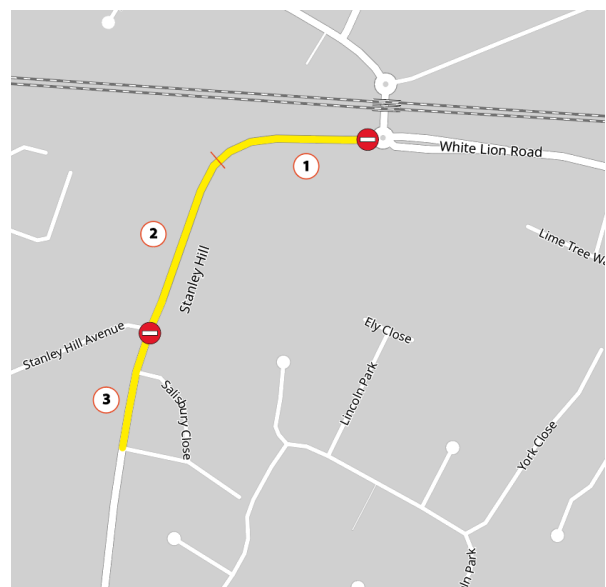


Illustration highlighting where our gas mains replacement work will take place.

For those living within the road closure area, our dedicated customer officers will be knocking on doors before this to talk to every resident. By doing this, we can determine the needs of customers in this area as they will be the most impacted by this project; this means they will have the opportunity for a longer, one-to-one conversation.

Will my gas supply be affected?

For those residents living within the road closure area at Stanley Hill, yes. The works we are completing are on the low-pressure gas pipes so we will need to turn your gas supply off and will require access to your property for a short amount of time.

In the majority of cases, where we turn off gas supplies, this will be for less than one day, starting from approximately 7.30am-8.30am until approximately 8pm. Most people are back on gas again by 7pm. We do appreciate this is still a long time, so before we turn off the gas supply, our team will provide fan heaters and cooking appliances to households where a person or people are registered on the Priority Services Register (PSR) or are living in a vulnerable situation, which will be discussed with the customer officers during the door knock prior to the project beginning.

How will residents be updated on progress or delays?

If you have any questions, you can call our customer care centre on 0800 085 4478. We are open from 8am to 8pm Monday to Friday, and from 9am to 4pm on Saturday. You can also email us any time at CustomerCareLondon@cadentgas.com.

Further information on this project, including updates and timescales, can be found on our website, www.cadentgas.com/amersham23.

When will the team be working on site?

Our onsite team will be working between 8am – 6pm seven days a week.

I can't see anyone on site – what does this mean?

There may be times where the team is not at site during the allotted hours. Although it may appear that no one is working at the site itself, it doesn't mean that work has been completed. We need to be able to work at different locations to insert pipes, make connections and to carry out testing, as well as allow for concrete curing. It is only once we are satisfied that the new pipe is safely supplying gas to customers that we can fill in the excavation and clear up the site.

Are you able to complete the works faster?

Our work to replace ageing gas mains is a major engineering project and we are working hard to complete it as soon as we can. Where possible we try to reduce the duration of our works and their impact. The project has been carefully planned with the local authority and your local ward councillors, so it is carried out as efficiently as possible. We use innovative methods and technology to minimise disruption and reduce the time taken to do this work.

How much space do you require to carry out these works safely?

The amount of road space taken up will vary throughout the project and will be minimised at all times. The scale and extent of this project and the size of the pipes mean we need to use heavy machinery and equipment. To allow us room to manoeuvre this equipment, and to maintain site safety, we need this amount of space. We also have to take account of the position of the existing gas mains.

How will you be ensuring that refuse collections continue as normal?

This is a common question we encounter, and we always work to ensure collection take place as normal on the dedicated day each week. We will be contacting the refuse companies to

Cadent Gas Limited

Registered Office: Pilot Way Ansty Park
Coventry CV7 9JU United Kingdom
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 9999* (24hrs)
*Calls will be recorded and may be monitored

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advise them of the work and see how they can assist and will work with the residents to inform them of the arrangements.

Will emergency vehicles be able to get to properties within the closure if needed?

We made the decision to split the road closure into two weekly sections of just over 100 meters. This will ensure a reduced work site and allow more road space for emergency vehicles to access properties, should the need arise.

Will I be able to access my driveway throughout the project?

We will work with the residents to maintain driveway access as much as we can, particularly working with those vulnerable customers.

However, where we are unable to maintain residents access, we can ask them to park in the other section of the road which isn't closed but will have no traffic flowing through. And as a last resort we have agreed with Amersham School that their car park can be used by residents.

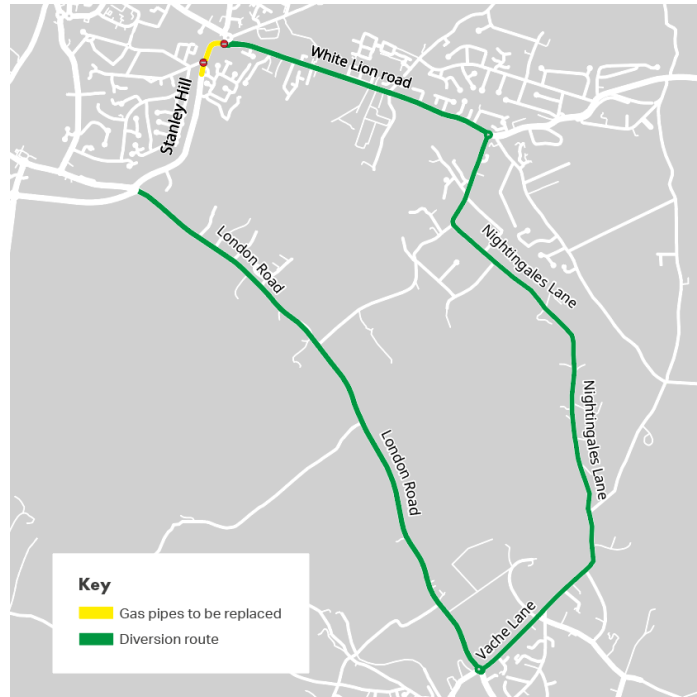
Will you reinstate the roads once the project is complete?

Once the work is complete, we will reinstate all excavations and trenches to nationally approved highways standards. We match the colour and texture to the existing surfaces as closely as we can.

What is being done to minimise the impact of the road closures?

As the closures will be during the school holidays, this shall hopefully reduce the amount of daily traffic.

A diversion route will be in place and fully signposted ahead of work beginning. This will include a large amount of bespoke signage throughout to advise that Cokes Lane is not suitable for HGVs.



Who is doing the work?

All work is being carried out on our behalf by Morrison Energy Services and their delivery partner Stanmore Quality Surfacing Ltd.

Thank you in advance for your patience while we complete our work. We're sorry for any inconvenience that this will cause.