

Q. Why are these works necessary?

A. These replacement works are urgent to address ongoing leakage on this section of gas main. We are no longer able to complete permanent repairs on the gas main, replacement will provide a permanent solution to avoid future risk of leakage.

Q. Why can't these works be carried out under traffic lights?

A. We have looked at all options, due to the location of the pipe and to ensure we work within legislation for safe mandatory working distances, closing the road is the only safe option. As works progress along the road and the road widens enough to allow two-way lights we will use them wherever possible.

Q. Will you have more engineers working on this to complete these works quickly?

A. The engineering work involved is challenging, putting more teams on will not increase productivity due to the complexity of the work involved. Our engineers will be working as quickly and as safely as possible to complete these works without delay.

Q. Why is the road closed but engineers are not visible?

A. Our engineers may not always be visible in the excavation but are still working. There are activities that require engineers to leave site, they may be testing local pressures, carrying out service connections within properties, carrying out safety briefings, in their vans completing mandatory HSE reporting on tablets.

Q. Why can't the engineers work 24hrs a day?

A. Night working is not possible. As we replace a section of main and progress along the road, we will be connecting

properties to the new main installed as we go. Access to each property will be required to carry out the connection and safety checks, access would not be possible during the night. If we can't gain access this will delay the programme of work further.

Q. Will emergency service access be maintained?

A. We will make sure emergency services are fully aware of the road closure and the planned diversion route. They will make sure their response teams are allocated from the quickest route. We will make sure access is available within the closure and will keep emergency services advised.

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 people with dementia stay 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 or call our Careline on **0800 975 1818**.

Essential gas main replacement

Bashley Common Road New Milton



B3058 Bashley Common Road closure between the Rising Sun public house and Ossemsley South Drive

We're writing to let you know from Monday **6 January 2025 to Friday 28 March**, will begin work to replace the gas main on the B3058 Bashley Common Road. These works are urgent to address leakage on the gas main. By replacing the gas main we'll be able to mitigate the risk of future leaks on the gas main in this location.

Due to the complexity of the engineering work required, the gas main crossing the centre of the road and the need to use large machinery, it will be necessary to close the road. This closure will mean no through vehicle access in either direction on the B3058 -

pedestrian and cycle access will be maintained.

Access for residents and businesses within the closure will be maintained.

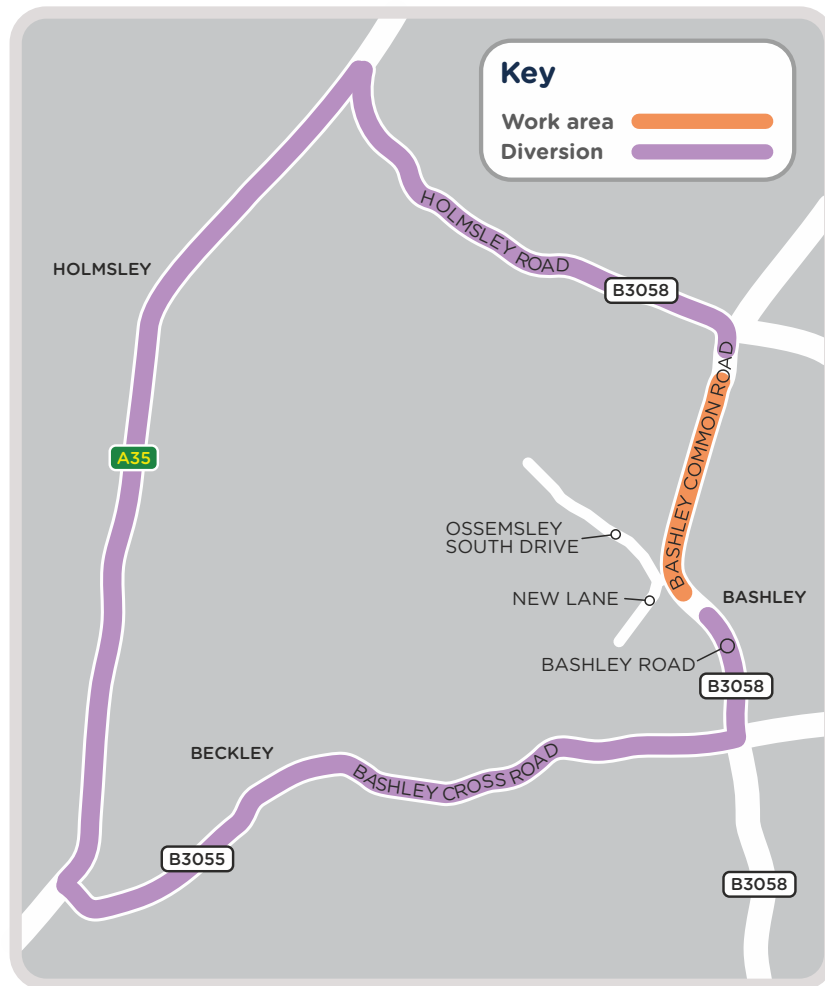
Please accept our apologies in advance for the inconvenience these urgent works will cause, our engineers will be doing all they can to minimise this where possible. Thank you for your patience and understanding.

If you'd like to get in touch with SGN about these works, you can speak to our Customer Service team on **0800 912 1700** who will direct your enquiry to a member of the project team for a response.



Where is the work taking place?

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.



Please support your local businesses, access will be maintained to all businesses within the closure.

Important information

Bus routes will be impacted - we'd advise passengers to contact their service provider for the latest updates/changes to the local bus service, routes, bus stop locations or timetables as a result of this closure.

Residents and business vehicle access will be maintained during the closure.

Bin collection - there are no planned changes to the bin collection days unless you are advised otherwise by your provider.

We appreciate these works will be disruptive for the local community and understand you will have questions - we hope the Q&A overleaf will provide some answers; we will be hosting a drop-in event so you can talk to our team.

To help you understand more about our project, we're holding a drop-in session.

Venue: St. John the Baptist Church, St John's Road, BH25 5SB

Date: Tuesday 3 December

Time: 2.30pm to 7pm



Smell gas?
0800 111 999



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