



Enhancing London's gas supply

Chelsea and Fulham

Below the streets there is a network of pipes that has supplied gas virtually unnoticed for over a century. This network connects to more than two million customers in London, providing a safe and reliable gas supply. However, if it is to be depended on to meet economic growth, and to continue to provide energy every day, it needs work to replace and upgrade it.

From February 2016 we will be working in the Royal Borough of Kensington and Chelsea and London Borough of Hammersmith and Fulham to replace and upgrade the old metal gas mains. The work forms part of a five-year project that extends into the City of Westminster and London Borough of Wandsworth.

We are doing all we can to minimise disruption to people who work, live or travel through the area. Because of the scale of the project we need to use specific traffic management to ensure the safety of road users and workers.



Keeping you informed

When planning and carrying out our work we consider local community needs and discuss how to reduce the impact on the area. We are talking to businesses and residents along the route and we are committed to keeping you informed with advanced information about our work.

We are working with the Royal Borough of Kensington and Chelsea, the London Borough of Hammersmith and Fulham and Transport for London to coordinate and manage the traffic diversions and road closures to minimise the disruption to road users.



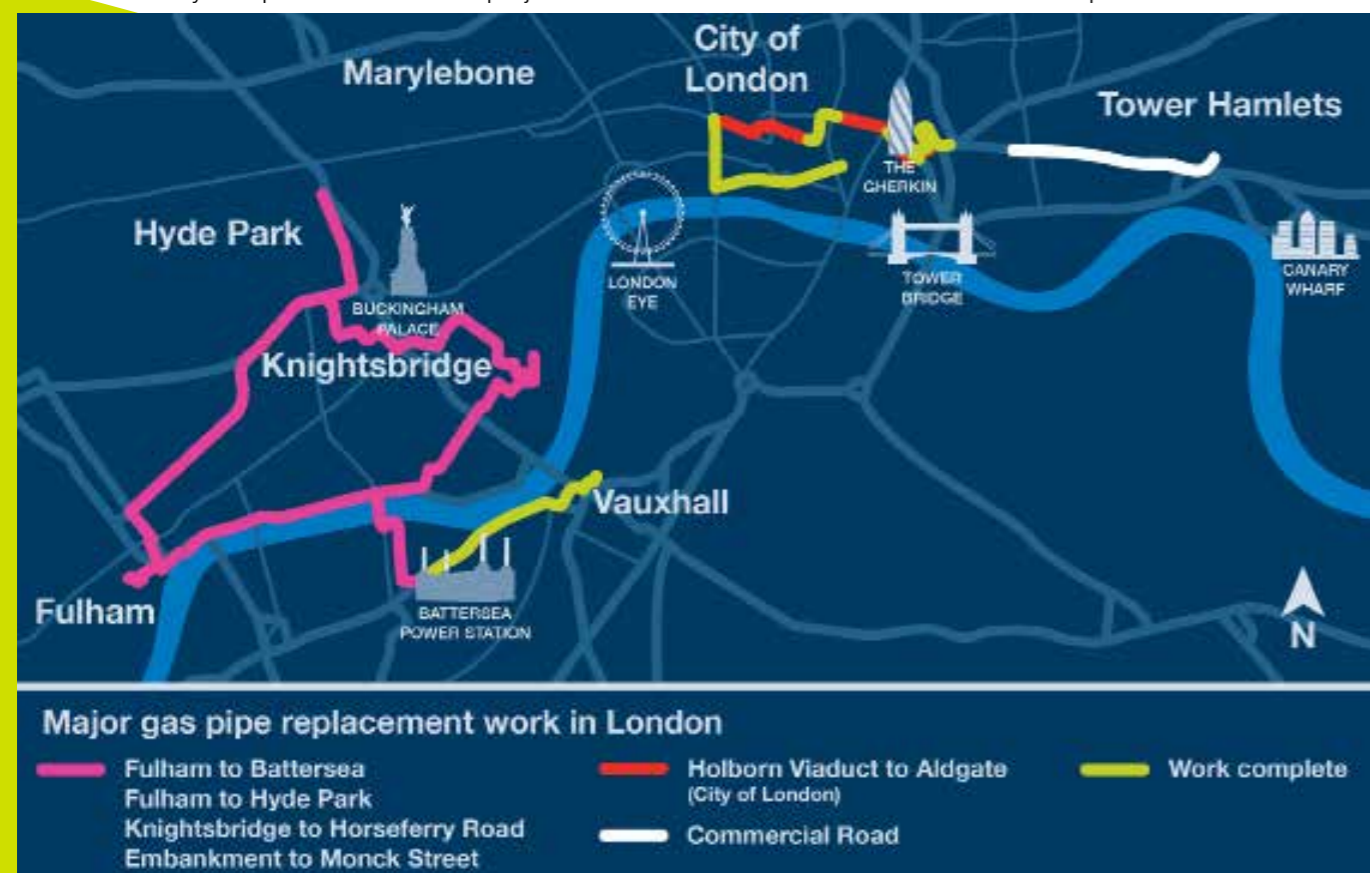
Keeping you safe and warm

Over one hundred years ago the engineers of London first installed the metal gas pipes that have been providing the city with a supply of gas for all this time. However, they now need to be replaced with safer, more durable pipes to ensure a reliable gas supply for years to come.

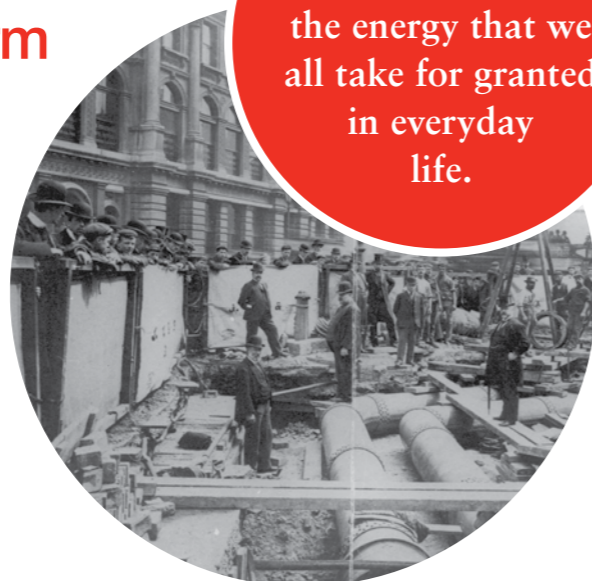
Our essential mains replacement programme has been developed with the Government's Health and Safety Executive and the energy regulator Ofgem and will reduce the amount of unplanned work on our gas network.

Investing in London

We have already completed a number of projects across London and we have essential work planned until 2021.



Our work is vital to support economic growth and maintain London's position as a leading 21st century city. Our investment in London is almost £1 billion over the eight-year period of the mains replacement programme as a whole. We are also replacing and upgrading smaller sections of gas mains throughout London as part of our overall investment in the gas network. Our work is helping to pave the way for important regeneration programmes.



Our work is essential to provide the energy that we all take for granted in everyday life.

Questions and answers

Will my gas supply be affected?

The majority of gas supplies will not be affected. If we do need to interrupt your gas supply we will contact you in advance with full details. If you have any questions or concerns, please contact our dedicated community relations team on **0800 389 8261** or email us at nationalgrid@londongasmains.co.uk.

Will you be digging up the roads?

We will keep the amount of digging in the roads to a minimum by inserting the new pipes into the existing mains. This means we do not have to dig long trenches and only a series of deep holes will be visible. The old pipe is first inspected by camera and cleaned internally. We then insert lengths of new pipe into the old pipe. This is the fastest and least disruptive way of replacing gas mains. We continue to invest in new, innovative technology so we can work more quickly and further reduce disruption.

Will there be any road closures and diversions?

We will need to close some roads. For the first stage of work, which will take approximately eight months to complete, King's Road will be made into a one-way road eastbound. Advance warning will be given to road users. You can find details of any roadworks at www.roadworks.org.

What are you doing to minimise inconvenience?

We are liaising closely with the local authority, Transport for London and other organisations carrying out infrastructure projects to coordinate our vital work. We will use sound-reducing technologies and avoid digging long trenches where possible to keep disruption to a minimum. We will write to local residents and businesses in advance to tell them what we are doing. Signs will keep road users and pedestrians informed and we also provide information to local media and traffic monitoring organisations.

Why is the work taking so long?

The London gas mains replacement work is a major engineering project and we are working hard to complete it as soon as we can. The project has been carefully planned with the local authorities, police and transport authorities so it is carried out as efficiently as possible.

Throughout the work all shops and businesses in Chelsea and Fulham will be open as usual.

Why are you taking up so much room?

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. We need sufficient space to allow us room to manoeuvre this equipment, and to maintain site safety. We also have to take into account the position of the existing gas mains.

Why does it sometimes appear that nothing is happening at your worksite?

Although it may appear that no one is working on site, it doesn't mean that work has been completed. We need to be able to work at different locations to insert pipe, make connections and to carry out testing. 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.

Will I be compensated for loss of trade?

National Grid has a compensation scheme in place for small businesses that suffer genuine loss of trade due to our work. For a leaflet and details of the scheme please call **0845 070 0203**.

Will you reinstate the roads once the work 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 wherever practicable.

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

This technology helped us cut the time taken for recent work in London Wall.

About us

Our job is to connect people to the energy they use and deliver it safely and reliably to around 11 million customers in Britain. Each year we replace around 1,000 miles of gas mains and we connect 20,000 new customers to the network. We also run the UK's gas emergency service, responding to calls on our 0800 111 999 number 24 hours a day.

Our London mains replacement programme is being undertaken by tRiIO who we awarded an eight-year contract in 2012 to replace and upgrade gas mains. tRiIO is a partnership between Skanska and Morrison Utility Services.

Working efficiently

We are always seeking new solutions to help reduce the impact of our work on local communities and the environment. We plan our work and use the latest, most efficient technology, to reduce disruption and make our work faster.

Our pipes are over one metre in diameter and lie deep beneath the roads. We reduce the number of holes we dig by inserting the new pipes into the old mains. By using a camera mounted on a robot, our engineers can see the condition of a gas pipe from the inside. This makes our mains replacement programme more efficient.



Being a good neighbour

Through the very nature of what we do – connecting people to the energy we all use, from warming and lighting our homes to the power that drives the country's businesses – we have a pivotal role to play in local communities across the UK.

We have a strong commitment to the communities we serve and a track record of successfully supporting local schools. In the past five years National Grid has worked with over 25,000 pupils in London through our educational programmes. These look to strengthen pupils' interest in science and engineering as careers.

During the London gas mains replacement project we are committed to delivering community initiatives in Chelsea and Fulham. We will also work with local primary schools to provide fun educational activities for pupils.

Contact us

We are committed to keeping communities informed about our work. We provide advance information and make it easy to get further details to minimise inconvenience.

To find out more about our work, visit our website: www.nationalgrid.com.

If you have any questions or concerns, we have a dedicated community relations team who can be easily contacted on **0800 389 8261**, or via email at nationalgrid@londongasmains.co.uk.



To find out more you can scan the QR code on the barriers by our work sites or visit www.roadworks.org.