



Questions and answers

Will shops and businesses be affected?

Throughout the work all shops and businesses will be open as usual and we will maintain access for deliveries. We will keep clear access routes for residents and pedestrians.

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.

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. However, this is not possible across Stanley Bridge (railway bridge to the west of Lots Road) as we need to use steel pipe for this section.

Will there be any road closures and diversions?

We need to make King's Road one way eastbound to ensure the safety of both road users and workers. The road closure will be in two phases:

- February to April between Gunter Grove and Edith Grove
- May to September between Stanley Bridge (railway bridge to the west of Lots Road) and Gunter Grove

During the road closures signed diversions will be in place and these are shown on the map. You can find out current traffic information at www.tfl.gov.uk/traffic/status/ or check the Transport for London Twitter account [@TfL](https://twitter.com/TfL).

Will the buses be affected?

There will be changes to some bus routes and stops. These are shown on the map and information will be displayed at bus stops. To find out the latest information about the bus routes, please go to www.tfl.gov.uk/bus/status/ or check the Transport for London Bus Alerts Twitter account [@TfLBusAlerts](https://twitter.com/TfLBusAlerts).

Will traffic exiting Lots Road onto King's Road be able to turn left?

No, traffic exiting Lots Road will only be able to turn right.

Will the Chelsea Harbour gates be open to ease congestion?

No, this is not possible and could create additional problems for local residents. This has been discussed at coordination meetings with the Royal Borough of Kensington and Chelsea and the London Borough of Hammersmith and Fulham.

How will you manage traffic on match days?

Careful consideration has been given to match days during our planning with the local authorities and Transport for London. We are carrying out most of the work during the summer months which makes the most of the closed season for Chelsea Football Club. However, additional traffic management will be in place when Chelsea is playing at home. The diversion route will be extended to go right down Gunter Grove, along Lillie Road and North End Road, and come back onto King's Road. There will be an extended diversion for HGVs because of the existing weight limit on Lillie Road Bridge.


National Grid has liaised closely with the police to ensure that the traffic management plan for match days keeps both pedestrians and drivers safe and causes minimal disruption. Our traffic management company will have a presence on site throughout the duration of this diversion.

What is the impact/are the arrangements for emergency vehicles?

National Grid has been working very closely with the local authorities and Transport for London (TfL) in order to devise a plan that will cause the least amount of impact to the community, business owners and road users. Representatives of the emergency services have been involved in the coordination group and understand the diversions and impact on traffic.

What about cyclists, do they need to follow the diversions?

Yes, cyclists must also follow the diversion route. We did explore the option of creating a cycle route to make life easier for cyclists. However, due to various safety constraints, including road width, making a cycle lane was not feasible.





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What are you doing to minimise inconvenience?

We have written to local residents and businesses in advance and signage is in place to keep road users and pedestrians informed. The work has been planned with the Royal Borough of Kensington and Chelsea, the London Borough of Hammersmith and Fulham and Transport for London. We have also had extensive discussions with local residents and businesses and other organisations carrying out infrastructure projects in the area. We will use sound-reducing technologies and avoid digging long trenches where possible to keep disruption to a minimum.

What are your working hours? Can you work extended hours to get the job done faster?

The proposal currently is to work seven days a week - Monday to Friday 7am to 9pm, Saturday 8am to 7pm and Sunday 9am to 6pm.

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. We are replacing three large diameter gas mains. We are unable to insert the new pipe into the old pipe on Stanley Bridge (railway bridge to the west of Lots Road) as we need to use steel pipe for this section. The project has been carefully planned with the local authorities, police and transport authorities so it is carried out as efficiently as possible.

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. On Stanley Bridge (railway bridge to the west of Lots Road) we need to remove the existing gas mains before installing the new ones.

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 the work is finished. 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. Certain criteria must be met in order to make a claim, as set out by the Gas (Streetworks) (Compensation of small businesses) Regulations 1996. For a leaflet and details of the scheme please call **0845 070 0203**, email: cs.busclaims@uk.ngrid.com or write to:

**National Grid
Customer Support
Hinckley Operational Centre
Brick Kiln Street
Hinckley
Leicestershire
LE10 0NA**

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 as much as possible.

Who do I contact for further information about the work?

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.

What do I do in an emergency?

If you think you can smell gas you should call the national gas emergency service on **0800 111 999**. In the event of an emergency relating to the gas mains replacement please contact the National Grid Customer Support team on **0800 096 5678**.

