She added: *"We're very aware of the effect that our work can have on communities and commuters which is why we're working closely with Somerset Council to agree the best way to get this essential work done while causing the least inconvenience to the community.*

Arranging access to properties

We will need to arrange access to some properties so we can upgrade and then reconnect their gas services. We will write to all those properties where this will be needed and then visit them in person to arrange a mutually convenient time for this to be done.

Getting access to properties is key to the successful completion of this type of work. We would ask people to bear with us and to please help us arrange this most important final stage of the work.

Let us know what you think

We have an award-winning track record for customer service, but we don't take this for granted – and we really value your feedback.

Please let us know what you think by filling in the survey that our engineer gives you, because we know that it's only by listening, we can keep you happy.

Any questions?

Our Customer Service Team is ready to take your call if you have any questions about our work.
You can contact them on 0800 912 29 99 or by enquiries@wwutilities.co.uk. Or, you can contact us on X @wwutilities or Facebook.com/wwutilities.

PROJECT UPDATE

Thank you...

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

For a clearer picture of what we've got planned, you can watch the video on our website.

It's time to upgrade the gas pipes in your area





Smell gas?
Call free on
0800 111 999*
*all calls will be recorded and may be monitored.

facebook.com/wwutilities

www.wwutilities.co.uk @WWUtilities

YOUR GAS EMERGENCY AND PIPELINE SERVICE

WALES&WEST UTILITIES

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-pipe network hidden beneath your feet.



and 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 from old metal pipes to new plastic ones.

to keep everyone safe

We're spending £1.4 million on this every week as part of a 30-year programme to keep the gas flowing and make your gas network fit for the future.



What are we doing?

We're upgrading gas pipes in Kingston Road area of St Mary to make sure we keep the gas flowing to heat homes and power businesses in the area, so you and your family are safe and warm for generations to come.

We're investing £950,000 to replace current metal pipes with long lasting plastic pipes, fit for a sustainable future. We have recently started work in the area and barring any engineering difficulties, we expect to be finished in November.

We know our work can be disruptive, so we have worked closely with Somerset Council to plan the work and keep disruption to a minimum. To keep the local community, road users and our colleagues safe while we are working, road closures and parking restrictions will be in place and our work will be carried out in phases.
A phased closure of Kingston Road (28 April – 23 September). The closure will be split into the following phases and road closures in the various phases will not take place at the same time.

Phase One

- A closure on Kingston Road, between Dodhill Road and Hope Corner Lane (28 April – 25 May)

Phase Two

- A closure on both Kingston Road (North into Kingston St. Mary) and Hope Corner Lane Road, whilst two-way traffic lights will be in place on Corkscrew Lane and Kingston Road (heading South into Taunton) (26 May – 12 June)

Phase Three

A closure on Kingston Road, between the junctions of Meadow Close and Winpenny Lane (13 June – 6 July).

Phase Four

- A closure on Kingston Road between Winpenny Lane and Parsonage Lane (7 July – 10 August).

Phase Five

- Closures on Kingston Road, Parsonage Lane and Cheddon Fitzpaine Road (11 - 24 August).

Phase Six

- A closure on Kingston Road from Cheddon Fitzpaine Road to Dodhill Road (24 August – 23 September).

After this works will continue into Church Lane, Yarford Road, Greenway and the west end of Parsonage Lane. The entire project is expected to finish in November 25.

Upgrading your gas supply pipe

We may be upgrading your gas supply pipe too.
If we need to do this, we'll write to you directly with more information. Our team will also be going door to door, answering any questions you may have about our work.

Business as usual for local traders

All local businesses will be open as usual, and we will accommodate trade deliveries where possible.

Why are we doing this work?

It's part of our multi-million-pound, 30-year, gas pipe investment programme across Wales and the south west of England. Old metal gas pipes within 30 metres of buildings are being upgraded to new, long lasting plastic ones. We are spending millions on this programme every week to keep the gas flowing and make sure your gas network is ready to transport green gases like hydrogen and biomethane.

Who will manage this work?

Roxanne Whittaker is managing this gas pipe upgrade work. She said: *"We know that working on roads like these is not ideal, but it really is essential to make sure we keep the gas flowing to homes and businesses in the area, and to make sure the gas network is fit for the future. We'll have a team of gas engineers on site throughout the project to make sure our work is completed as safely and as quickly as possible while keeping disruption to a minimum.*