



Gas upgrade 037

Frequently asked questions

What works are taking place?

JSM Group Services Ltd. are a trusted Utility Infrastructure partner working on behalf of Southern Gas Networks (SGN) to deliver Gas upgrade 037.

Gas upgrade 037 is a programme of works to upgrade ageing iron gas mains and steel services with new Polyethylene Piping, which will future-proof the networks and make the network safer by reducing natural gas leaks and in turn minimising the associated risks of leaks or unplanned disruptions.

What have you done to reduce the disruption of the works?

We are working closely with the impacted Councils and Highways Authority to ensure minimal disruption. We will set up temporary measures to manage traffic along these routes to minimise disruption to residents and road users. Alternative routes will always be available and will be indicated via diversion signs along the route and residents will be able to access their properties.

We will be using noisy equipment from time to time, this will be within permitted hours and limited to avoid disruption.

A member of the team will always be available on site while works are taking place for residents to speak to with any questions regarding the works or the diversions that have been put in place. Our team will also work with you to understand when we can access your property to avoid you waiting in for long-periods.

Will works disrupt waste and recycling collections or deliveries?

The works will not disrupt any waste and recycling collections. We have created areas for vehicles to pull in to collect waste and recycling according to usual schedules.

Small deliveries will be no concern at all, however if you have a large delivery planned, like a sofa or new appliance, just let us know when this is due and we will ensure that the delivery goes ahead as planned.

How will emergency vehicles get through the closed roads?

We have engaged with all the local emergency services ahead of all road closures. We've addressed any concerns, and all parties are aware of our plans so that any route changes are factored into emergency routes.

How are you informing the local and wider community?

All residents who will be immediately affected by the closures have been contacted via letter and we have also engaged with local businesses before commencing any work.



We will be updating our dedicated Gas upgrade 037 webpage regularly, including expected completion dates and upcoming streets impacted.

Each scheme which forms Gas upgrade 037 has been given a colour reference to quickly and easily recognise updates to relevant working areas.

Where can I find out more information?

Please feel free to speak to our on-site team, who strive to deliver 10/10 customer service. Alternatively, you can contact our dedicated Gas upgrade 037 team via gas.upgrade037@jsmgroup.com

It is important to note that both JSM and SGN employees will wear visible ID badges and never ask you to pay for the work. If you have any concerns, please contact either JSM on 01992 788019 or SGN on 0800 048 2438.