

Arranging access to properties

We will need to arrange access to some properties so we can upgrade their supply pipe 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 Twitter @wwutilities or Facebook: com/wwutilities.

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.

Smell gas?

Call free on
0800 111 999*

*all calls will be recorded
and may be monitored.



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

PROJECT
UPDATE



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YOUR GAS EMERGENCY
AND PIPELINE SERVICE



WALLES & 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 are upgrading gas pipes in Shepton Mallet to make sure that we keep the gas flowing to homes and businesses in the area so you and your family are safe and warm for generations to come.

We will be upgrading almost 400m of old metal pipes to new plastic ones. Our works are scheduled to start on Monday 7 January 2019 and we expect these works will be completed by 29 March 2019

Due to the location of the existing gas main and to ensure the safety of our operatives and of the public, we have worked closely with Somerset County Council, to arrange road closures for these works. In order to minimise the disruption to you and local road users, these road closures will be carried out in two phases:

Phase One will start week commencing 7 January along Great Ostry from the junction with High Street to outside "8 Great Ostry." There will be a road closure in place for these works to be completed. A diversion route will be clearly signposted. Barring any unforeseen engineering difficulties, this phase should take four weeks to complete. During this time, temporary traffic lights will be in place to allow two way access onto High Street.

Phase Two will start the week commencing 4 February. A full road closure will be in place at the junction of The Batch, Rectory Road & Waterloo Road. A diversion route will be clearly signposted. Barring any unforeseen engineering difficulties, this phase should take five weeks to complete.

In conjunction with these road closures, works will also be carried out along the pedestrianized zone of Town Street. These works will take place between 7 January and 29 March.

Business as usual for local traders

Our team will be visiting local businesses to let them know what to expect while we are working. 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 the south west of England and Wales.

Old metal gas pipes within 30 metres of buildings are being upgraded to new, long lasting plastic ones. We are spending £1.4 million on this programme every week to keep the gas flowing and make sure your gas network is fit for the future.

Who will manage this work?

Programme Controller, Barry Sale, is the project manager for this gas pipe upgrade work. He 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.

"We're very aware of the effect that our work can have on communities and commuters. We're working closely with Somerset County Council to agree the best way to get this essential work done while causing the least inconvenience."

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