

Investing in your gas supply

# Bellevue area Edinburgh



**SGN**  
Your gas. Our network.



**As part of the new St James Centre project, and to meet the increased demand on our gas network, we'll shortly begin work in the Bellevue area of Edinburgh.**

We've worked closely with the local authorities in planning our project. Our work will start on Monday 29 July 2019 and take approximately 22 weeks to complete.

To ensure everyone's safety while we work, some road

closures and temporary traffic lights will be in place at times. We're aware this is a busy area and will be working in phases to minimise disruption. You'll find more information, including where exactly we'll be working, overleaf.

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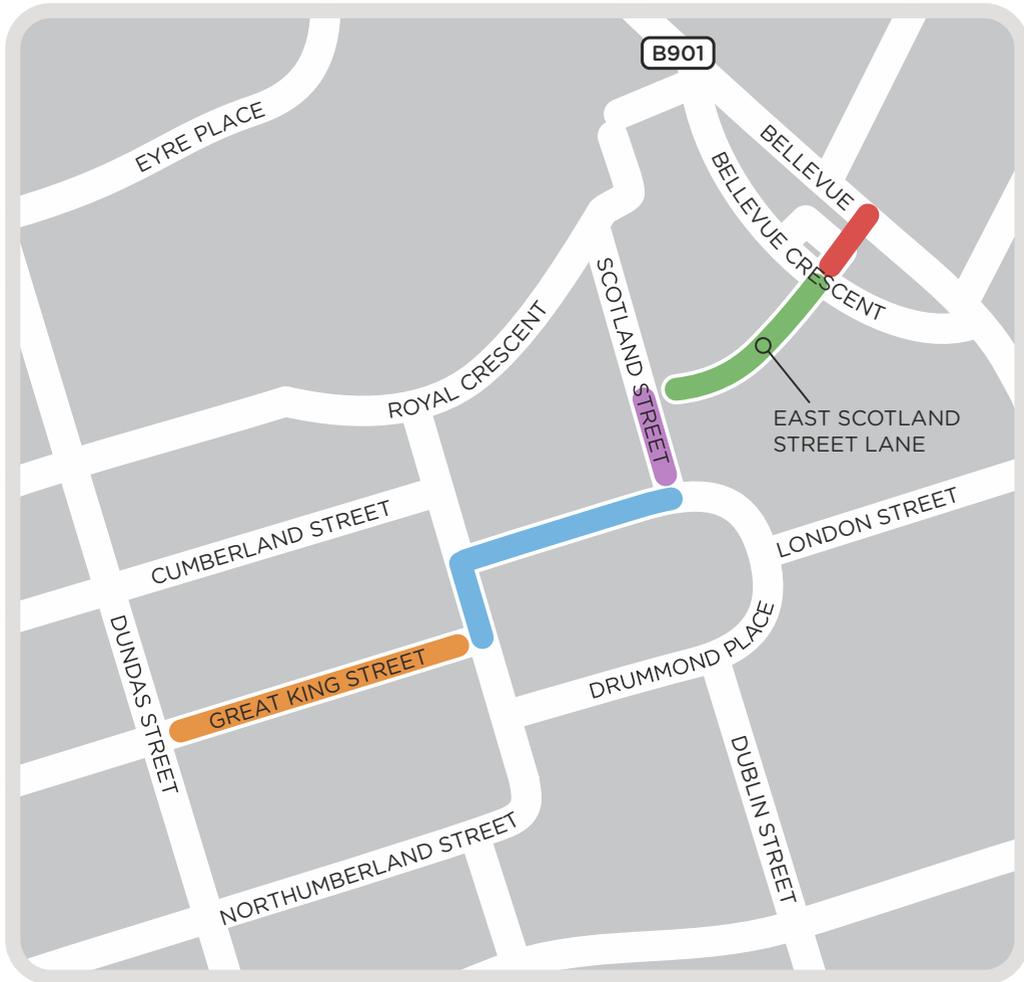
 **Customer service**  
0800 912 1700



# Where is the work taking place?

We are sorry about any inconvenience our work causes and would like to thank road users for their patience. This is a complex engineering project, however we always aim to minimise disruption whenever possible.

Key	
Phase one work area	
Phase two work area	
Phase three work area	
Phase four work area	
Phase five work area	



### Phase one: approximately six weeks

We'll be working in Dundas Street and Great King Street. For the first two weeks of this phase, two-way temporary traffic lights will be in place in Dundas Street. Great King Street will be closed for the full six weeks.

### Phase two: approximately four weeks

East Scotland Street Lane and Bellevue Crescent will be closed to motorists.

### Phase three: approximately four weeks

During phase three, Bellevue and Bellevue Crescent will be closed.

### Phase four: approximately four weeks

Drummond Place and Scotland Street will be closed for the duration of this phase.

### Phase five: approximately four weeks:

Our final phase of work will take place in Scotland Street and East Scotland Street Lane. Both roads will be closed for the duration.

Signed diversion routes will be in place for motorists during all road closures.

**Smell gas?**  
0800 111 999

**If you need this leaflet in a different format or language, call 0800 975 1818**

# Your questions answered...

## Q. Why are you doing this work now?

A. This work is needed to meet the increased demand on our gas network from the new St James Centre development. We've planned certain phases of our work around the Edinburgh festival to minimise inconvenience as much as possible.

## Q. How will it affect my local area and travel?

A. We'll always provide advance notification if we need to use temporary traffic lights or close a road. If our work affects local bus services, this will be advertised in advance too.

Some on-street parking in your road may be restricted to ensure certain stages of our work can be completed safely. We'll let you know when this is necessary, as your co-operation in keeping sections of the road clear helps keep our work on schedule.

We may need to take up space in the road or on the verge for a site storage area for our equipment. We'll restore any areas we've disturbed as quickly as possible after the project is finished. We'll also make good all road surfaces, pavements and driveways.

## Q. When will you be working?

A. Our hours of work are agreed with the local authority. We will be working seven days a week, 8am to 4pm. We are mindful of those people who live in the area and will try to minimise noisy activities where possible.

## Q. How can I find out more about the work and how it might affect me?

A. We'll do our best to keep customers informed. After all, the work we are planning is for your safety. We'll share project information through our website

and social media, as well as local press and radio, and leaflets such as this one. We would welcome any ideas about other ways we can communicate with you to help raise awareness of what we're doing, such as details of community Facebook pages and independent websites, to which we can supply updates as the work progresses.

## Q. Can I get this leaflet in another language or format?

A. We can provide you with this information in a different language or format, for example large print or Braille, by calling our Careline on **0800 975 1818** or emailing [customer@sgn.co.uk](mailto:customer@sgn.co.uk)

## Q. How else can you help me?

A. We're here to keep you safe and warm all day, every day, whether we're upgrading our network or repairing a gas leak. We offer a range of services to provide extra help for those who need it most, including:

- Our free locking cooker valve, which helps keep people with dementia safe in their own home
- Advice on how to protect your family from carbon monoxide poisoning
- Connecting you to our gas network for free or for less through our Help to Heat scheme, if you're struggling to afford keeping your home warm
- Registering you on your energy supplier's Priority Services Register, so you'll receive priority support in a gas emergency or power cut

If you, or anyone you know, could benefit from any of our free extra help services, please visit [sgn.co.uk/extra-help](http://sgn.co.uk/extra-help) or call our Careline on **0800 975 1818**.