



**WALES&WEST**  
UTILITIES



**£1,650,000 investment in new  
gas pipes for Newport**

- Who are we?
- What are we doing in Newport?
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## Who are we?

- Every day our skilled and dedicated colleagues do their very best to keep our 7.5 million customers safe and warm, with a gas supply they can rely on and a level of service they can trust.
- We don't sell gas, instead we use our 35,000 kilometre pipeline to transport gas to homes and businesses across Wales and the south west of England. It's a vital service, and one we're very proud to deliver.

# What are we doing in Newport?

- Following the successful completion of phase 1 between Rhiwderin and Machen, phase 2 of our works will involve replacing over 5 kilometres of old metal gas pipes across Bassaleg, Pentre Poeth and Rhiwderin.
- There have been several leaks on this pipeline in the past few years and it is therefore essential we carry out this work now. This will reduce the risk of gas leaks occurring and the need for us to carry out costly and disruptive ad hoc repairs in the future.
- Existing gas pipes will be replaced with new, long lasting plastic ones with a life expectancy of more than 80 years.
- Phase 2 is expected to start on 18 July 2015 and will be completed during Spring 2016, as long as we don't encounter any unforeseen engineering difficulties.
- The most complex phase of our work will be completed during the summer six week holidays.
- This session is part of a wider community engagement programme.

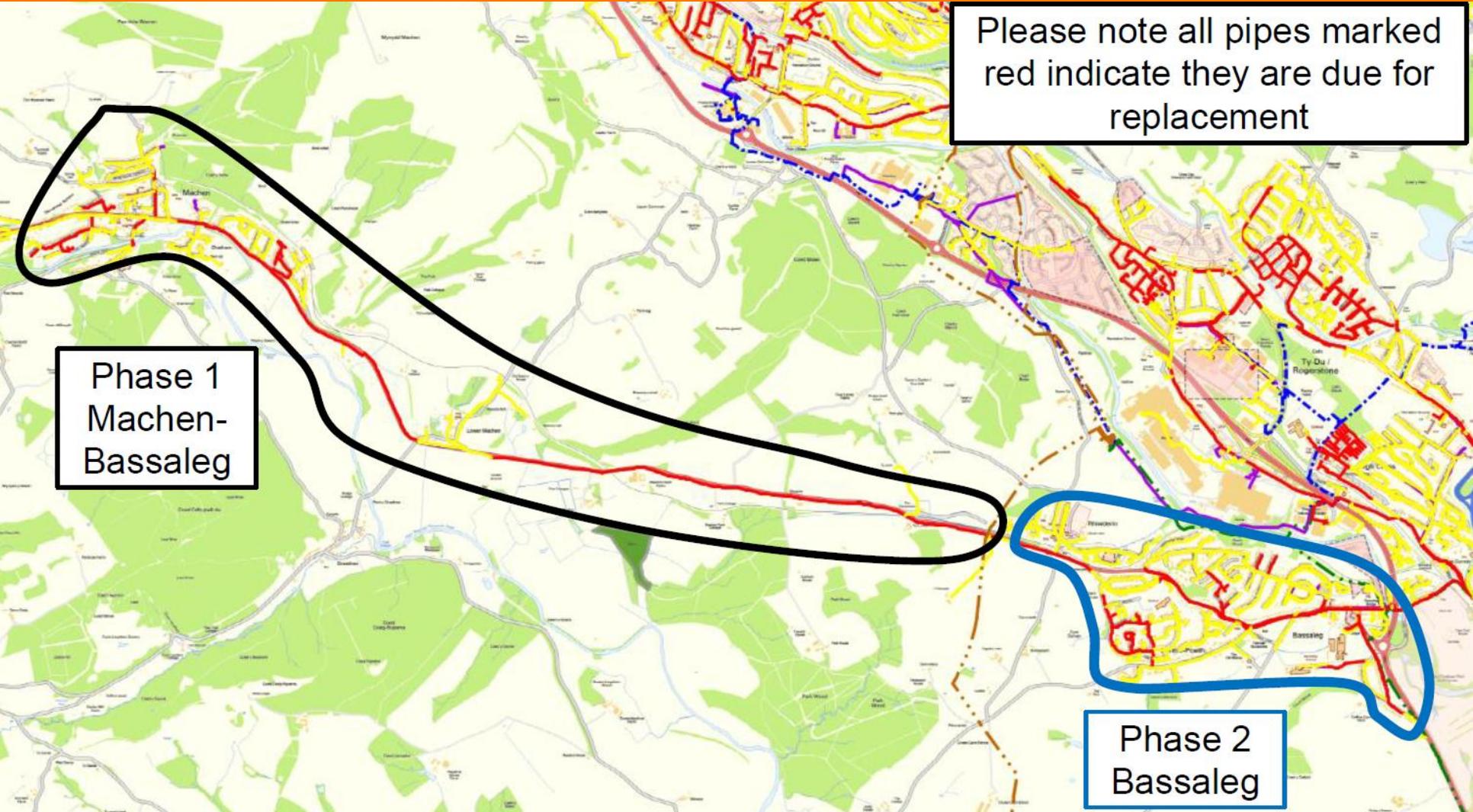
## How are we carrying out the work?

- Our preferred method of replacement is 'insertion'. This is where we insert the new pipe into the existing gas main. It is not always possible to use this method as in some cases, reducing the diameter of the pipe will reduce the volume of gas being supplied to the area.
- Where insertion is not possible, we use a traditional method called 'open cut'. This will be kept to a minimum at all times.
- We will be using both insertion and open cut techniques during this scheme.
- Throughout the scheme's lifecycle, we will continually review our programme of work to make sure we are working as efficiently as possible, with minimal inconvenience.

## Where are we working?

- Phase 2 has been divided into four stages:
  - **Stage one** will involve laying 1,300 metres of new gas pipe on the junction of Court Crescent, Forge Lane, Forge Road, Vicarage Close and Caerphilly Road. This is due to begin on 18 July, and has been scheduled over the summer six week holidays to minimise disruption. Barring any unforeseen engineering difficulties, this work should be completed within 6 weeks. **We will need to utilise 3 way and 2 way Traffic lights [TBC].**
  - **Stage two** will involve laying 1,400 metres of new gas pipe in **Caerphilly Road**, Laurel Road, Laurel Drive, Duffryn Close and Graig Close. This will start on 31 August and is anticipated to take eight weeks. **We will need to utilise 2 way rolling traffic lights [TBC].**
  - **Stage three** will involve laying 1,200 metres of new gas pipe in **Caerphilly Road**, Pentrepoeth Road, Foxwood Close, Highfield Lane, Highfield Gardens and Channel View. This will start on 26 October and is anticipated to take 13 weeks. **We will need to utilise 2 way traffic lights and possible road closures [TBC].**
  - **Stage four** will involve laying 2,300 metres of new gas pipe in **Caerphilly Road**, Caerphilly Close, Laurel Road, Cwm Cwddy Drive, Clearwell Court, Cwm Dylan Close, Sunnybank, Parkwood Drive and Pant Glas Court. This will start on 11 January 2016 and is anticipated to take 14 weeks. **We will need to utilise 2 way traffic lights, 3 way traffic lights and possible road closures [TBC].**

## Where are we working?



# How are we engaging with those affected?

- Our works execution and traffic management plans have been discussed and agreed with the local highways authority
- In advance of our work starting, we will:
  - ✓ Visit affected businesses to discuss their individual needs
  - ✓ Engage with the local community in the areas affected, including the distribution of a newsletter to approximately 2,000 people
  - ✓ Engage with local media outlets
  - ✓ Write directly to homes and businesses affected by a gas interruption
  - ✓ Erect advance warning signs
  - ✓ Hold a 'drop in information event' for members of the public
  - ✓ Post regular updates on the progress of our work on our website
  - ✓ Issue media updates and progress newsletters where appropriate
- After the projects completion, we will issue a goodbye press release

## How can you contact us?

- Customers can always approach a member of the team on site.
- Contact our customer service team on 02921 678 455, or freephone 0800 912 2999.
- Email our customer service team on [enquiries@wwutilities.co.uk](mailto:enquiries@wwutilities.co.uk)

**Thank you**

**Any questions...?**

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