

Date

December 2023



We're improving the gas pipes in your area – Sloane Square

Dear Resident / Business owner,

Here at Cadent, we look after the gas pipes in your area. It doesn't matter who your gas supplier is, it's our pipes that bring gas to your home to keep you safe, warm, and connected.

We're replacing the old metal gas pipes with new plastic pipes in your area. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come. If you want to read more about this, visit [cadentgas.com/future](https://www.cadentgas.com/future).

When you'll see us

We'll be starting the second phase of our works on 08 January 2024 and we expect to complete this phase in approximately 4-6 weeks, including weekend working. Our working hours will be Mon - Fri 8am - 7.30pm, Sat 8am - 5pm and Sun 10am - 4pm. No noisy works will be carried out on Sunday's. Subsequent phases will be carried out later in the year, as we work around the square, with the dates to be announced closer to the time, once agreed. All entrances and exits to buildings will be maintained and all existing gas supplies will be unaffected.

To work safely and efficiently we will be implementing some traffic management measures as follows:

- Suspension of the taxi ranks on the **Lower Sloane Street** side of Sloane Square.
- Installation of temporary lights to control traffic and a relocated road crossing in this area.

We understand this may be disruptive for you and apologise in advance for any inconvenience.

We're here for you.

If you have any questions about our work our team on site will be happy to talk to you. Alternatively, you can call our Customer Care Centre on 0800 085 4478 between 8am - 8pm Monday to Friday and 9am - 4pm on Saturday. You can also email us at CustomerCareLondon@cadentgas.com

Thank you for your patience and understanding during our work.

Yours Sincerely

Michael Solomon

Project Manager