

Investing in your gas supply



**SGN**  
Your gas. Our network.

# St John's Road Wroxall, Ventnor



## We're carrying out safety-critical work to upgrade our gas network in St John's Road in Wroxall, Ventnor.

This essential work needs to go ahead now, rather than wait until the pandemic passes, to ensure your local community continues to receive a safe and reliable gas supply.

In agreement with Isle of Wight Council, our project will start on Monday 18 January 2021 and last approximately 10 weeks. It will involve a road closure in St John's Road which will be in place throughout the project. Redhill Lane will also be closed, at its junction with Appuldurcombe Road.

You'll find further details, such as where we'll be working and the diversion route, overleaf.

We're committed to upgrading our network to ensure we continue to keep homes and businesses safe and warm long into the future. We're using the

latest technology to minimise disruption as we replace our pipes in your community.

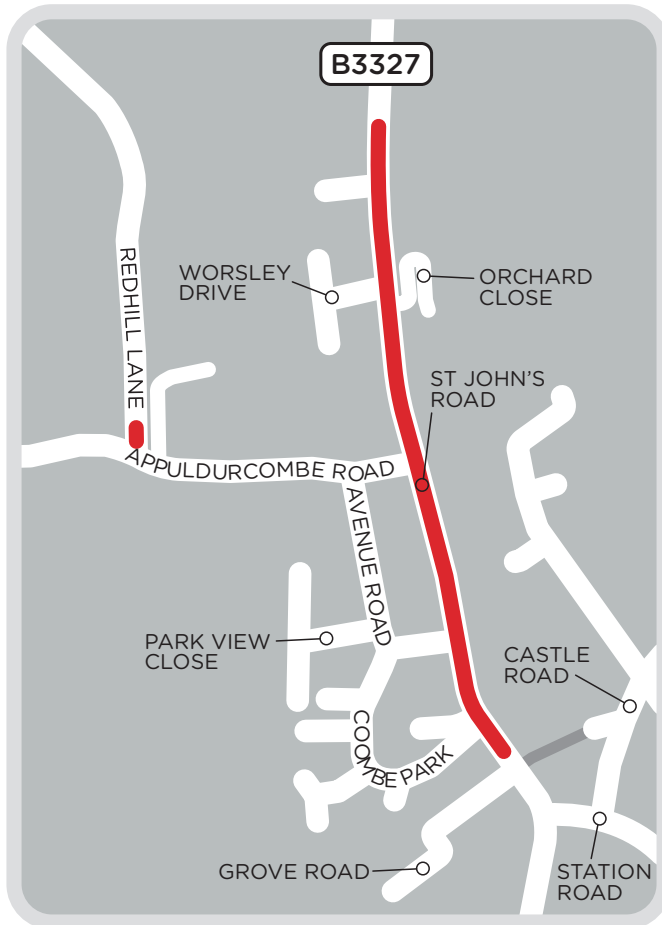
We're working closely with UK Government and public health bodies to make sure we work safely and in line with expert advice during the coronavirus outbreak. We have extra safety precautions in place to protect our colleagues and our customers from catching or spreading the virus as we carry out our safety-critical project.

If you have any other enquiries about this project, please call us on **0800 912 1700** during office hours (8am to 5pm, Monday to Friday).

There's more information about our coronavirus plans, as well as other ways to contact us, on our website: [sgn.co.uk/coronavirus](https://sgn.co.uk/coronavirus)

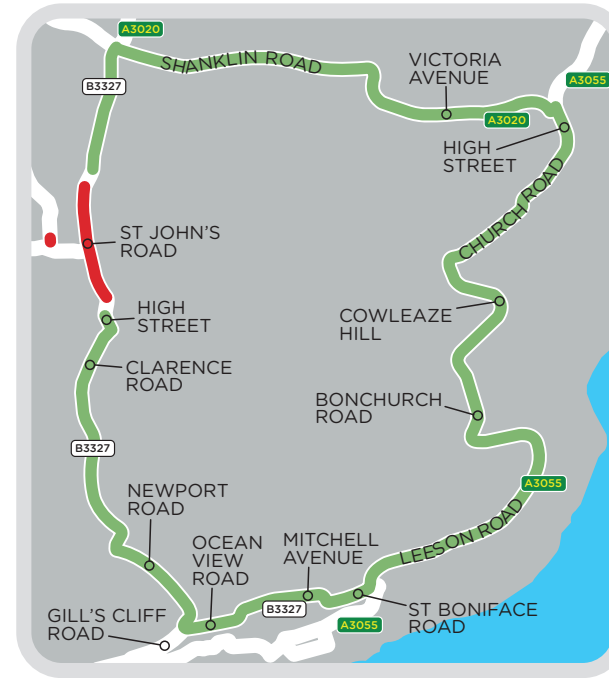


# Where is the work taking place?



## Key

Closure  Diversion route 



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.

## Project duration - approximately 10 weeks

On Monday 18 January 2021, we'll start work in St John's Road. To ensure everyone's safety, we need to close St John's Road throughout the project. This will be a rolling road closure, so St John's Road will be closed in sections from outside a house known as 'Hillsbro' to just south of Coombe Park and Alpha Cottages.

Through traffic will be diverted via Shanklin Road, Victoria Avenue, High Street, Church Road, Cowleaze Hill, Bonchurch Road, Leeson Road, St Boniface Road, Mitchell Avenue, Ocean View Road, Newport Road and the B3327. Resident access will be maintained at all times.

Throughout this project we will also need to close Redhill Lane, at its junction with Appuldurcombe Road. This is because the road is not wide enough for traffic to use as a diversion route. Resident access will be maintained via the Shanklin Road end.



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. We need to replace these old gas mains and while there is no ideal time to carry out the work, the timescales have been agreed with the local council and other interested parties.

## Q. When will you be working?

A. Our hours of work are agreed with the local authority. We will be working five days a week, 8am to 5pm. We are mindful of those people who live in the area and will try to minimise noisy activities where possible.

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

A. Southern Vectis bus services will be affected. We would advise passengers to contact Southern Vectis directly for further information and updates on any changes to their service/timetable. You can do this by visiting their website at [www.islandbuses.info/service-updates](http://www.islandbuses.info/service-updates) or contacting their Customer Service team on **0330 0539 182**.

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.

Your recycling and waste collections (including any active garden waste subscription service collections) will continue during the works from your property. Please do ensure that all recycling and waste is at the kerbside by 7am each Wednesday, collection times will be variable as SGN works progress. Assisted Collections will continue from the agreed set out point on

your property. Please report any missed or spilt recycling or waste to the council's waste service by calling **852777**.

## 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**.