

16 July 2021

Northern Gas Networks to carry out essential upgrade work to maintain a safe and reliable gas supply in Bedale and Aiskew Village.

Northern Gas Networks (NGN), the gas distributor for the North of England, is carrying out essential work to ensure the continued safe and reliable supply of gas to customers in Bedale and Aiskew Village.

The essential work will begin on, **Monday 9 August** and will last for approximately eighteen weeks. The ageing metal pipework is now being replaced by new, more durable plastic pipes, to ensure a safe and reliable supply of gas to customers. The eighteen-week project has been planned in collaboration with North Yorkshire Council.

In order for engineers to carry out the work safely and efficiently, and to protect members of the public, some traffic management measures will be necessary.

We will be starting our work on Firby Road and temporary two-way traffic light will be in place for approximately four weeks. Once the work is completed on Firby Road, we will be moving the temporary two-way lights to Bridge Street for approximately one week.

Once the work is completed on Bridge Street, we will be moving the temporary traffic lights to the junctions of Firby Road and Masham Road, five-way lights will be in place for approximately three weeks.

The temporary traffic light will continue to move along Masham Road for approximately four weeks to the junction of Apple Tree Road whilst we complete our work.

To ensure the safety of colleagues, customers and the community, the majority of the work is being carried out in the street, following Government guidelines for safe distance working wherever possible. There are also extra safety measures in place to keep everyone safe and ensure that the work is Covid 19 secure.

Engineers will observe safe distance working and wear PPE at all times.

While the majority of the work will be carried out in the street, engineers will need to access customer properties to complete the project and ensure the continued safe and reliable supply of gas.

There are extra safety precautions in place for working inside: NGN engineers will wash their hands or use hand sanitiser thoroughly before entering a property and wear a face mask and gloves; they will maintain a two metre distance and ask the householders to stay in

another room while they work. Our engineers may also ask customers if they feel comfortable wearing a face mask themselves during a home visit.

Steve Pigott, Business Operations Lead for Northern Gas Networks, said: “We would like to apologise in advance for any inconvenience caused during these critical works. However, it is vital we complete them in order to continue to maintain a safe and reliable gas supply to the residents of Bedale and Aiskew Village.

“We want to assure residents and road users that we will be working hard to complete this essential scheme as safely and as quickly as possible.”

Customers can read more about our Covid Secure Promise [here](#).

For further information about the work please contact NGN’s Customer Care Team on **0800 040 7766** or email: customercare@northerngas.co.uk.

Anyone that smells gas or suspects carbon monoxide should call the National Gas Emergency Service immediately on **0800 111 999**. This line is in operation 24-hours a day, seven days a week.

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About Northern Gas Networks

Since we started operating in 2005, we’ve been leading the way as one of the most cost-efficient of the UK’s eight gas distribution networks. We deliver great value for money to our customers, as well as a whole host of social and economic benefits to our region.

We’re recognised as a dynamic, passionate, conscious and people focused team that safely and reliably delivers gas to over 2.7 million homes and businesses across the North East, northern Cumbria and much of Yorkshire.

Although we don’t source the gas, fix boilers and appliances, or get involved with plumbing, we work with those that do to deliver it through a vast network of underground pipes that are constantly being invested in and upgraded.

It’s more complicated than it sounds so we’re always exploring cutting-edge thinking, revolutionary engineering practices and world-class science to find new ways to provide sustainable sources of energy.

And while our customers may not see us very often, they can sleep soundly knowing that we’re working around the clock to keep them connected and make sure they stay safe.

For more information visit northerngasnetworks.co.uk. Alternatively, [like us on Facebook](#) or [follow us on Twitter](#).

Our Covid Secure Promise

We know people across Yorkshire, the North East and northern Cumbria rely on our services. So we're doing everything we can to make sure we continue to meet the needs of our communities.

We are continuing to prioritise work in line with UK government guidance and we have extra safety precautions in place to keep you and our colleagues safe and ensure that our workplaces are Covid secure.

This is our promise to you:

- We will carry out a full risk assessment of all of our work sites before starting work and share the results with the people who work there
- We are following cleaning, handwashing and hygiene procedures in line with Government guidance
- We will practice social distancing, staying two metres apart from another person wherever possible
- Where people can't work two metres apart, we have extra safety precautions in place to manage any risk, including side by side working
- Our engineers will wear personal protective clothing where appropriate including a face mask and gloves.
- Our engineers will ask you to open doors and windows to ensure good ventilation, and stay in a separate room to our engineer.
- We will also ask you and anyone else in the property if you are comfortable wearing a face mask during our engineer's visit.
- If you are shielding on NHS advice, are self-isolating due to someone in the household showing symptoms, are over 70, pregnant or have a long-term health condition we will only request entry to your property if it is to ensure your safety, or continuity of a safe gas supply, and will avoid face to face contact
- Where anyone in the house has tested positive for coronavirus, is self-isolating, is considered clinically extremely vulnerable, pregnant, over 70 or has a long-term health condition our engineers will wear full PPE including coveralls, eye protection and foot covers.

Get in touch

You can contact Northern Gas Networks' press office on: 0113 322 7950 during office hours (between 8.30am and 5pm, Monday to Friday, excluding bank holidays) or call the out of hours service on 0113 322 7978 at any other time.