

Standards of service: New Roads and Street Works Act 1991

Regulations under the New Roads and Street Works Act 1991 came into effect during 1992. This Act has implications for the standards of service that BG provides to customers. Additional standards, as set out below, have been agreed between BG and OFGAS. They took effect from 1 October 1992, the date of implementation for the Regulations.

1. NOTIFICATION OF ENGINEERING WORKS

1.1 MAJOR WORKS

(a) British Gas will give written notice of major works to affected customers and premises as soon as plans are firmed up but no later than 20 days in advance.

(b) **The notification will identify:**

- The location(s) of the work
- The nature of the work
- Why it is necessary
- The timing of the works
- The name and telephone number of a responsible person should problems be identified. All reported problems will be accommodated so far as practicable having regard to the need for and timing of the works and the nature and significance of the problem.

(c) People affected by the works will be informed of any changes to the programme, such changes may include delays in completion or unforeseen extensions of the works.

1.2 ALL PLANNED WORKS

Customers will be given prior notification at least 10 working days prior to the planned work dates where the works will involve interruption to the gas supply and access to customer premises.

2. INCONVENIENCE TO PEDESTRIANS AND ROAD USERS DURING OUR WORKS ON THE GAS SUPPLY PIPE SYSTEM WILL BE MINIMISED BY:

(a) Providing an alternative safe route if the foot way is obstructed.

(b) Ensuring there is pedestrian access to all premises whilst work is in progress.

(c) Giving pre-notice when vehicular access might be restricted and, in discussion with those affected, programming the work to minimise inconvenience.

(d) Signing and guarding works on roads and foot ways to high safety standards established under the New Roads and Street Works Act 1991.

(e) Providing appropriate signing at the works when they are left unattended identifying who is responsible for the works, and giving a telephone contact number should problems arise.

3. SITE TIDINESS

(a) At the end of each working day the site will be left in a safe and tidy state.

(b) At the end of the works the site will be cleared of all surplus materials within 2 working days.

NOTES

- Major works are defined as works which are of a planned duration of more than three days and involve more than 30 metres of open working at any one time.
- Clearly pre-notification to affected people as indicated in the standards above is not possible for emergency works. However, those standards covering the minimising of inconvenience and site tidiness will still apply.
- Engineering works by their nature can be subject to sudden changes of programme due to for instance weather or unforeseen obstacles in the ground. Therefore, notice on programme changes may on occasions be very short.'