

Update to Congressbury residents

4th July 2025

Dear Resident

I wanted to provide you with an update on the essential work we have been undertaking to our gas network in the Station Road area of Congressbury.

Firstly, I would like to acknowledge the inconvenience our work has caused, especially the temporary traffic lights that have been in place. When we plan work like this, we always aim to ensure that we do it in a way which keeps everyone safe, but which also causes the least disruption possible to the local community. I would like to assure you that we had aimed to achieve that here and worked closely with the local highway authority during the planning stages of the work to do so.

However, we recognise the disruption that has been caused while we have been here. To anyone that has been affected, I would like to say sorry for this.

With regards to the work itself, I can confirm that we are now at the final stage of the project. While we had hoped to have had everything completed by today (4th July), we have encountered engineering challenges during the course of the work which means we do need a few more days to complete everything. We have liaised with the local highway authority who have agreed to grant us a small extension, and we expect to have everything done by the end of Tuesday, 8th July.

I appreciate this means that the temporary traffic lights will be in place for a few more days and I would like to thank people in advance for bearing with us on this. Please be assured that we will have measures in place to ensure that the temporary traffic lights are managed during peak times to help keep the traffic flowing as smoothly as possible. Our team will also be working through the weekend to make sure we complete the remaining work.

While we have finished this section of work, there likely will be some further maintenance work we need to undertake to our network in the area in the future, however this won't be necessary for a few years yet. We will of course be in contact well in advance of any work starting to provide people with all of the relevant information.

I hope you have found this update useful but should you have any further queries, please contact our Customer Services team on 0800 912 2999. Again, please accept my apologies for any inconvenience that our work here has caused.

Yours Sincerely

Clive Book

Clive Book
Head of Operations – Network and Emergency

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