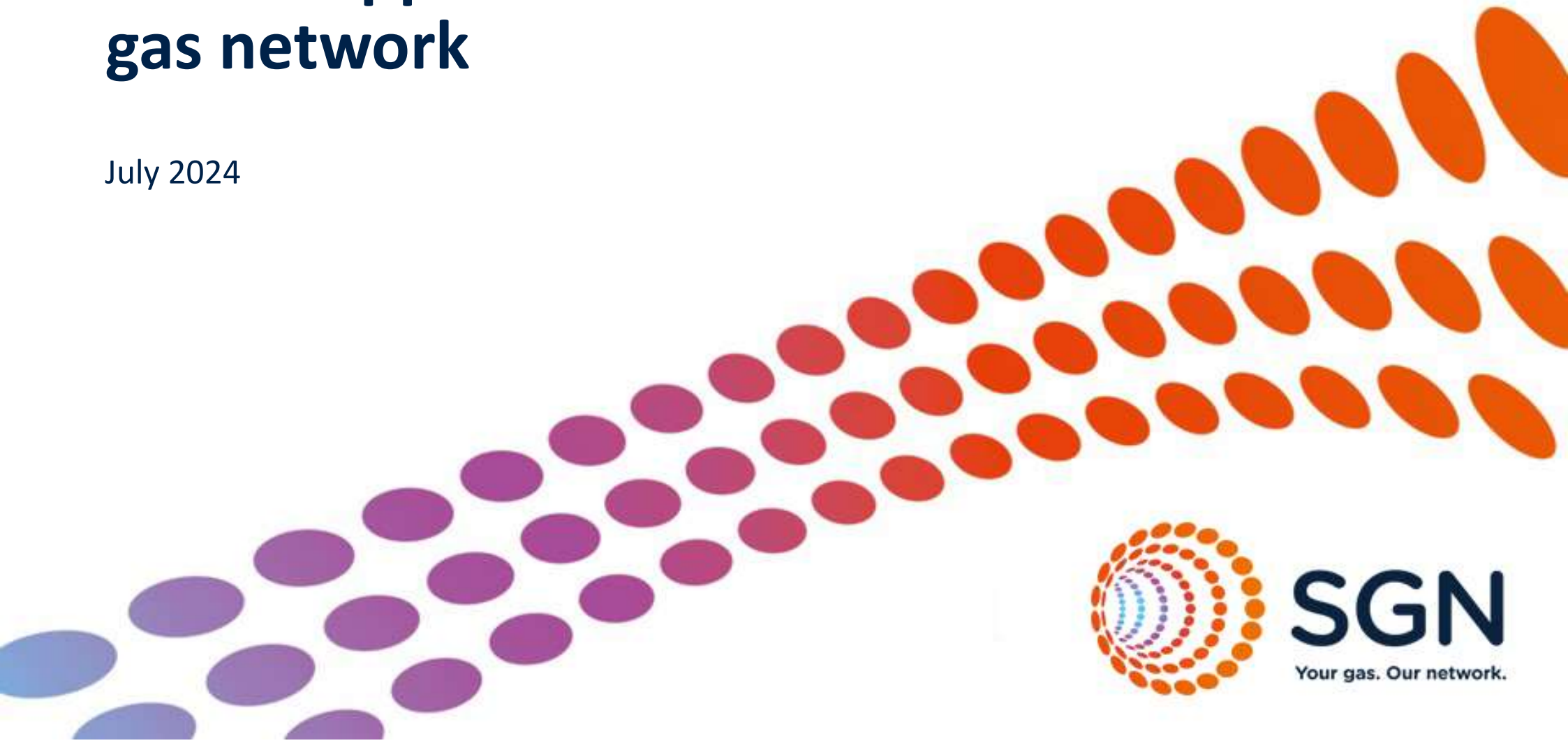
What happens when water enters the gas network

July 2024



SGN

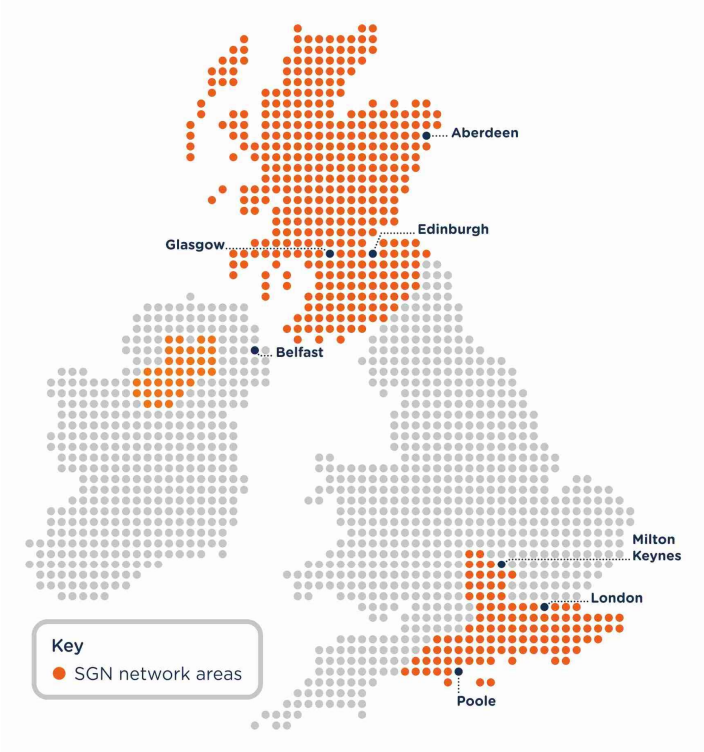
Your gas. Our network.

A bit about us - we are SGN

We manage the network of over 74,000 kilometres of pipes that distribute natural and green gas to 5.9 million homes and businesses across the South of England, Scotland, and Northern Ireland.

Whoever your supplier is, our pipes deliver gas safely, reliably and efficiently to every one of our customers.

It’s your gas, in our network.



SGN

When things go wrong – Water ingress

Occasionally, water can get into our network of pipes. It can quickly spread over a large area and will interrupt the supply of gas to nearby properties.

This could be due to natural flooding or more commonly third-party damage to a water main near our gas pipes

Once this happens it's important to access all affected homes and isolate the supply at the meter as quickly as possible to prevent damage to connected appliances

The gas supply cannot be reconnected until all the water is removed and safety checks are carried out.

SGN

How we communicate with affected customers

- Teams on the ground – visiting affected properties to isolate supplies
- Incident operations – Mobile Hub
- Use of Social Media – Facebook, “X” (Twitter)
- Bespoke Web updates – www.sgn.co.uk
- SGN Alert Service – where customers have signed up for text or email alerts

Recent Example -Banbury June/July 2024

On 29 June we became aware of a potential water ingress incident in the OX16 area of Banbury

Thames Water had been working nearby and found that water from a leaking main had entered our 200mm ductile iron gas pipe.

This quickly spread over 1km away at the bottom of a hill

700 properties affected – all supplies had to be disconnected and safety checked once the water was removed.

SGN

Incident Support

Once an incident was declared our engineers and support teams mobilized to the area

We set up a mobile hub in a nearby Community Centre to manage the incident and provide customer support

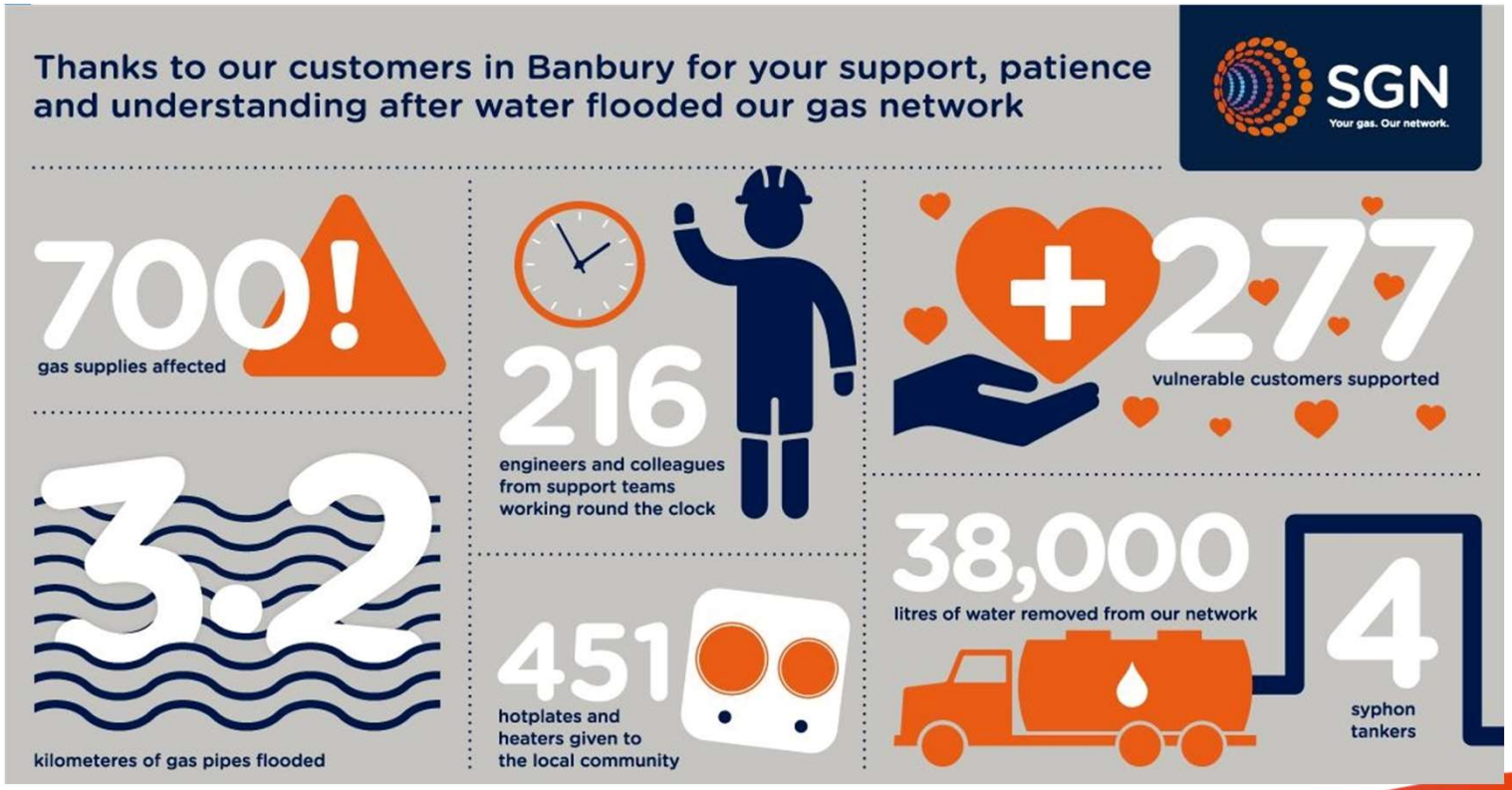
SGN

Finding the water!

Removing the Water

A well-earned break for our hardworking engineers

Summary of events



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