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19th April 2017

IMPORTANT INFORMATION PLEASE READ

Dear Occupier,

As part of an on-going policy replacement programme, National Grid plan to undertake a project to replace the gas supply to your building.

The initial part of this project involves undertaking a survey of the building including the inspection of the existing gas supply in individual properties to establish the scope of work required. Following this, a design proposal will be produced and shared with the relevant managing agents / building owners to obtain the necessary agreements and permissions.

A Surveyor from my team needs to visit your building to conduct a brief survey for which we will require access to your property.

We would be grateful if you could contact our office on [redacted] to arrange an appointment to complete the survey as soon as possible.

During the course of the project my team will keep you informed of how this work will impact you.

If you believe you are a vulnerable customer with either special needs or a disability, please contact us as soon as possible on the above number.

When our engineer calls you are entitled to see their identification card. If in doubt, or if you have any questions about this work, please contact our office on [redacted] or our customer help line on [redacted] and quote the MOBs project reference and your address. If you know of any neighbours who may require special help, please let us know as soon as possible. If you smell gas, please call the National Gas Emergency line on [redacted]

I would like to apologise in advance for any inconvenience this may cause and would like to thank you for your patience and co-operation at this time.

Yours sincerely

Stephen Johnson
Delivery Manager MOBs
(Multi Occupancy Buildings)

Securing our energy supply for future generations.