

**Reference**  
EAGA194132  
BEDFORD ROAD

**Cadent Gas Limited**  
Cadwell Lane  
Hitchin SG4 0SL  
[cadentgas.com](http://cadentgas.com)



Dear Sir or Madam

I have knocked on your door today prior to Cadent gas works, previously known as National Grid, that are soon to begin on your street and at your property. I'll leave my details should you wish to contact me. Please leave a voicemail if I don't answer (as I might be out and about door knocking) and I'll get back to you.

We are about to begin essential gas works to ensure you have a reliable and safe gas supply to your property. The work is due to start 23.07.18 and we'll provide you with updates throughout the works.

Please be aware that traffic management will be required throughout our works; please speak to the team if you have any concerns during the works.

As our teams will be arriving in your street to start work soon, I wanted to give you some useful key contacts for this project in case you have any questions or need some additional support.

**Site Agent: Terry Ockenden**

**Team Leader: Garry Harradine**

The Team Leader will be on site daily and will be able to help if you have any questions about your appointments or site access.

**Customer Excellence Officer: Rob Hamer 07837909775**

Our Customer Excellence Officer is there to help with any concerns you have during the work, and once it has been completed, will arrange a visit to check you've had a good experience with us.

Our **Customer Enquires team** can be contacted on **0800 151 2404**.

Thank you in advance and we look forward to working in your area.

Kind Regards,

**Rob Hamer**  
**Customer Excellence Officer**  
[robert.hamer@triio.co.uk](mailto:robert.hamer@triio.co.uk)