



Sutton Road, Cookham
Councillor briefing

18 March 2025



Welcome and introductions

- **Stephanie Mann, Customer Communications Specialist, Cadent**
- **Terry Penny, Operations Manager, Gas Flo**
- **Chris Douglas, Site Manager, Gas Flo**
- **Mark Lacey, Project Manager, Cadent**



Who are Cadent?

As one of the UK's leading gas distribution businesses, it's our job to connect customers to the gas they use. We own and operate the gas distribution networks in the North-West, the West Midlands, East Anglia, East of England and North London.

It's down to us to keep the energy flowing, so customers stay safe, warm and connected.

Here are a few things **we do**:

- ✔ manage the National Gas Emergency Service on behalf of the gas industry, 24 hours a day, 365 days a year.
- ✔ transport gas to 11 million consumers through our five distribution networks
- ✔ look after the pipes that bring gas to the UK's homes and businesses
- ✔ connect new homes and businesses to the network

Types of work you might see us do...

- ✔ **Upgrade** ageing metal gas pipes.
- ✔ **Repair** leaking gas pipes.
- ✔ **Connect** new homes and businesses to our network.

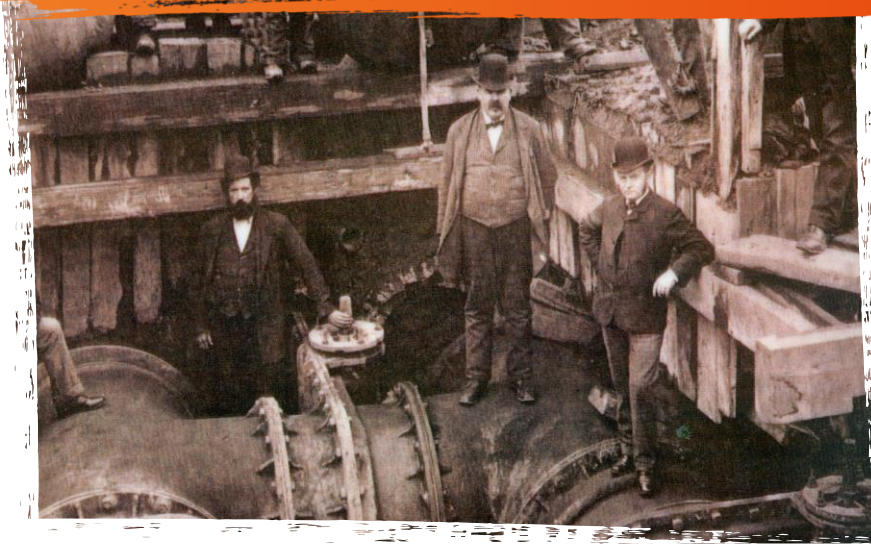
And a few things **we don't**:

- ✘ produce gas
- ✘ own the gas that flows through our pipes
- ✘ repair gas appliances
- ✘ send out gas bills



Why are we upgrading the gas pipes?

Construction in 1870's



Ageing gas pipes today



We're upgrading the ageing metal gas pipes with new more durable plastic pipes. This is government-mandated work, directed by the Health and Safety Executive (HSE).

The new pipes will ensure the local community can continue to receive a safe and reliable gas supply, whilst keeping them safe and warm and importantly, reduce the likelihood of us having to come back to make repairs in the future.

Project background

- Sutton Road, Cookham and surrounding side roads have 3.7km of gas pipes that need to be upgraded.
- Over the years, there have been multiple repairs on these gas mains due to pipe corrosion. These frequent repairs will have disrupted the highway, local businesses and the community.
- While this project will temporarily affect the area, it is designed to eliminate the need for recurrent repairs, thereby reducing long-term traffic congestion and disruption.
- Ultimately, this proactive approach will enhance the reliability of our gas network and ensure that we can keep our customers safe and warm.



Project summary



Start date: 31 March 2025



Duration: Planned for 34 Weeks (inc. reinstatement)



Length of pipe to be replaced: 3.7 KM



Volume of gas supplies: Approx 133



Traffic management (TM): The majority of the project will be carried out under multi-way lights due to single lane closures with 1 bus stop suspension in phase 1. Footway closures will be in place with alternative routes provided. Traffic management for phase 20 will be confirmed.



Public communications: We will be communicating with customers and stakeholders to ensure that they are informed of our works and kept up to date.

Minimising disruption

We plan our works carefully with the council and traffic management companies to keep disruption to a minimum. With the local community in mind, we have put the following mitigation plans in place.

Phased approach:

- Our plan is to complete these works in **20** phases, and we aim to complete between 100-300m per week providing we don't encounter any engineering difficulties.
- If we do experience any engineering difficulties, we will accelerate the programme in other phases to complete the works.

Local traffic impact:

- Multi-way traffic lights will be used throughout the project and will be manually operated from 7am-7pm, 7 days a week, to ensure that traffic flows effectively.
- Rolling single lane closures will be in place to ensure vehicles can maneuver safely around our excavations.

Working hours:

- Hours may vary depending on engineering works. Works will be completed approximately between 7am-7pm, 5 days a week with reinstatement carried out on weekends.
- When teams aren't visible on site, signage will be used to explain why our works are still in place i.e. where the engineering activities are complete, waiting for reinstatement / concrete curing.

Public communications:

- We will be communicating with customers and stakeholders to ensure that they are informed of our works.



Phases

Phase 1: From opposite Cookham Classics to outside The Old Cottage

4-way lights due to single lane closure for works. 2-way lights on Ferry Lane bridge. Bus stop suspended.

Phase 2: From The Old Cottage to the junction of Mill Lane.

4-way lights due to single lane closure for works. 2-way lights on Ferry Lane bridge bridge.

Phase 3: From the junction of Mill Lane to outside 2 Orchard Gardens, including Black Butt Cottages.

3-way lights due to single lane closure for works. 2-way lights on Ferry Lane bridge bridge.

Phase 4: From outside 2 Orchard Gardens to the junction of Sutton Close to outside 8 Sutton Close, including Sutton Close. Phase 12: Opposite 85 Lower

3-way lights due to single lane closure for works. 2-way lights on Ferry Lane bridge bridge.

Phase 5: From the junction of Sutton Close to opposite Sutton Lodge, including Sutton Close.

3-way lights due to single lane closure for works. 2-way lights on Ferry Lane bridge bridge.

Phase 6: From opposite Sutton Lodge to outside Sutton Farmhouse.

2-way lights due to single lane closure for works.

Phase 7: From outside Sutton Farmhouse to outside Cliveden View

2-way lights due to single lane closure for works.

Phase 8: From outside Cliveden View to outside Widbrook Cottage

2-way lights due to single lane closure for works.

Phase 9: From South of the river crossing to Sutton Road/Lower Cookham Road

2-way lights due to single lane closure for works.

Phase 10: From Sutton Road/Lower Cookham Road to the junction of Sheephouse Road.

3-way lights due to single lane closure for works.

Phase 11: From the junction of Sheephouse Road to opposite 85 Lower Cookham Road.

3–4-way lights due to single lane closure for works.

Phase 12: From 85 Lower Cookham Road to the junction of Battlemead Close

4-way lights due to single lane closure for works.

Phase 13: All Battlemead Close

3-way lights due to single lane closure for works.

Phase 14: From the junction of Battlemead Close to opposite 71 Lower Cookham Road

3-way lights due to single lane closure for works - single file traffic

Phase 15: From opposite 71 Lower Cookham Road to the junction of Islet Road

2-way lights due to single lane closure for works.

Phase 16: From the junction of Mill Lane to the junction of Woodmoor End, including some of Woodmoor End

4-way lights due to single lane closure for works. 2-way lights on Ferry Lane bridge.

Phase 17: From the junction of Mill Lane along Mill Lane.

4-way lights due to single lane closure for works. 2-way lights on Ferry Lane bridge.

Phase 18-19: Mill Lane

No traffic management

Phase 20: From opposite Cookham Classics to the junction of Odney Lane.

Traffic management to be confirmed.

****During major underground engineering works like this, things crop up that can cause delays, which means phases may vary.***

Communications & Engagement

Before work starts:

- Councillor engagement
- Dedicated webpage
- Press release
- Bespoke letter detailing traffic management and website
- Site signage - VMS and AWS signs
- Community drop-in session – **25th March**
- Letter notifying customers of gas interruption
- Customer Care Officers visit to customers with gas supply interruptions
- Social media posts – Next Door and Facebook
- SMS & Email sent to customers with gas supply interruption
- Carbon Monoxide free lesson offer to local primary schools

During works:

- VMS and onsite signage inc. 'We'll be back' signs

After works:

- Customer Care Officer visits to customers who had a gas supply interruption



Q&A

We want to work **with you**, but how can we make sure this happens most effectively?

- 1. How can we work with you to see these works delivered effectively?**
- 2. Are there any other community channels we should look to take advantage of to make the process as simple as possible?**
- 3. How would you prefer to be kept updated?**



Where can you find out more?

Project website

cadentgas.com/cookham

Got a question?



Call us on 0800 085 4478 (Monday – Friday from 8am to 8pm)



Email us at CustomerCareLondon@cadentgas.com



Scan the QR code to send us a question



Cadent

Your Gas Network

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