

Arranging access to properties

We will need to arrange access to some properties so we can upgrade and then reconnect their gas services. We will write to all those properties where this will be needed and then visit them in person to arrange a mutually convenient time for this to be done.

Getting access to properties is key to the successful completion of this type of work. We would ask people to bear with us and to please help us arrange this most important final stage of the work.

Let us know what you think

We have an award-winning track record for customer service, but we don't take this for granted – and we really value your feedback.

Please let us know what you think by filling in the survey that our engineer gives you, because we know that it's only by listening, we can keep you happy.

Any questions?

Our Customer Service Team is ready to take your call if you have any questions about our work. You can contact them on 0800 912 29 99 or by enquiries@wwutilities.co.uk. Or, you can contact us on X, formerly Twitter @wwutilities or Facebook.com/wwutilities.

Thank you...

...for your patience and understanding. We're doing our best to upgrade gas pipes in your area as smoothly as we can.

For a clearer picture of what we've got planned, you can watch the video on our website.



It's time to upgrade the gas pipes in your area

Smell gas?

Call free on
0800 111 999*

*all calls will be recorded
and may be monitored.





We're here for you...

You might not know it, but we bring the gas to your home. Every day our engineers are hard at work, taking care of the gas-pipe network hidden beneath your feet.



and we're working hard...

To make sure that we keep you and your family safe and warm for generations to come, we're upgrading the gas pipes in your area from old metal pipes to new plastic ones.

to keep everyone safe

We're spending £1.4 million on this every week as part of a 30-year programme to keep the gas flowing and make your gas network fit for the future.



What are we doing?

We're upgrading gas pipes in the Kenwyn Street area of Truro to make sure we keep the gas flowing to heat homes and power businesses in the area, so you and your family are safe and warm for generations to come.

We'll be investing £130,000 to upgrade current metal pipes to new long lasting plastic pipes. Our work will start on 2 January 2025 on Kenwyn Street and barring any engineering difficulties, we expect to be finished by the beginning of May 2025.

We know our work can be disruptive, so we have worked closely with Cornwall Council to keep disruption to a minimum. To keep the local community, road users and our colleagues safe, traffic management will be in place while we work.

- Between 2 January and 20 January, Kenwyn Street will be closed from the junction of Little Castle Street to the junction of City Road.
- Between 20 January and 20 February, Kenwyn Street will be closed from the junction of Little Castle Street to the junction of Bosvigo Road. City Road will be closed from the junction of Kenwyn Street to Calenick Street.

Between 3 February and 3 March:

- Little Castle Street will be closed from the junction of Kenwyn Street to the junction of River Street.
- Kenwyn Street will be closed from Victoria Square to the junction of Little Castle Street.

Between 3 March and 7 April:

- Victoria Square closed will be closed from the junction of Kenwyn Street to the junction River Street.
- St Nicholas Street will be closed from the junction of Victoria Square to the junction of King Street.
- River Street will be closed from the junction of St Nicholas Street to the junction of Castle Street.

- Between 31 March and 2 May, Calenick Street will be closed from junction of Kenwyn Street to the junction to Moorfield car park.
- Between 14 April and 2 May, Infirmary Road closed from the junction of Charles Street to 'Lysnoweth', with traffic lights on City Road, Charles Street and Calenick Street.

Traffic management will be clearly signposted, and motorists are advised to allow extra travelling time.

Dates and durations are subject to change due to engineering progress.

We are holding a community drop-in session to explain these works in more detail on Tuesday 22 October, between 10am - 4pm at the Truro Community Library, Union Place, Truro, TR1 1EP.

Upgrading your gas supply pipe

We may be upgrading your gas supply pipe too. If we need to do this, we'll write to you directly with more information. Our team will also be going door to door, answering any questions you may have about our work.

Business as usual for local traders

We have spoken to local businesses about our work. Our team will be going door to door, keeping them updated on our work. All local businesses will be open as usual and we will accommodate trade deliveries where possible.

Why are we doing this work?

It's part of our multi-million-pound, 30 year, gas pipe investment programme across Wales and the South West of England.

We are spending £1.4 million on this programme every week to keep the gas flowing and make sure your gas network is ready to transport green gases like hydrogen and biomethane.