

request-383808-30a856d4@whatdotheyknow.com

Business Services

Direct tel +44 (0)345 0700 203 (opt 1)

Date: 10 March 2017

Our Reference: 10353433

Dear Ms Leary

Re: List of all street works undertaken by National Grid in excess of 2 months and begin in 2017.

Thank you for your recent request for information, which we have treated at least in part as a request under the Environmental Information Regulations.

Regrettably we do not hold the data you request however we have provided you with an overview of how such works are planned with the relevant highway authorities and where such information is published. Please note instructions for how to search the 'roadworks' site are available at <https://support.roadworks.org> and it is possible to look at works related to gas, specifics are then provided if you hover /click on the gas icon. However we do not have a list and this website is the method that the company uses to inform the public of major work activities.

Planned works that are expected to take over 2 months are defined as 'Major works'. In an area where a local authority operates a permit scheme we make a Provisional Permit Application (PPA) on a job by job basis and where there is no permit scheme we send a notice under the New Roads and Street Works Act (NRSWA) not less than 3 months ahead of the start date. The highway authorities will have records of PPAs and such NRSWA notices received which they keep on registers.

We tend to send notices at the last moment to enable us to take account of a number of factors including:

- operational needs,
- a need to adapt to the needs of our customers and stakeholders,
- the need to undertake reactive emergency works.

Where a PPA has been applied for or a NRSWA notice given, the details of these works and their duration are included on the publically available website <https://www.roadworks.org/>. Should you wish further information on this topic please refer to this website.

I trust this information assists.

If you don't think we dealt with your request satisfactorily, you have the right to make a complaint. Please state the reasons for your complaint **in writing** to:

EIR Complaints Officer, Assurance Team, Floor 1, National Grid Gas Distribution, Ashbrook Court,
Central Boulevard, Prologis Park, Coventry CV7 8PE.

Your complaint will then be investigated and a response issued back to you within 40 working days of receipt of the complaint.

Appeals

If you are still unhappy following the outcome of the internal review process (detailed above), you can appeal the decision to the Information Commissioner by:

Securing our energy supply for future generations.

- Writing to the following address: Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.
- Emailing casework@ico.org.uk
- Calling 01625 545745

Yours Sincerely

Lisa Hulbert
Customer Support Advisor

Securing our energy supply for future generations.