

An open letter to Ufford...

Dear the community of Ufford and surrounding parishes,

I want to start this letter with a thank you. Thank you so much for joining us on Thursday 23 May to discuss the planned works that will affect your village and surrounding areas. The meeting was beneficial as it allowed you to raise your concerns and ask questions, while we were able to allay your fears and provide information.

The fact that the meeting was so well attended really proved what an important issue this is, and I don't want you to think for one second that your views were not heard or that nothing will change.

The feedback we received is invaluable and we will use this as we move forward. The next step for us is to go through the feedback and have discussions with Suffolk County Council as we formulate a plan for the work to take place. We will look over the initial plan again to see if any changes can be made which could then have an impact on the timescale or the method of working that we use.

To do this, we will be visiting Ufford in the coming weeks to carry out a 'trial holes review programme' which will enable us to look at the engineering options that are available. This work will take place at two locations along Yarmouth Road from Thursday 30th May until Wednesday 19th June and will require some traffic management.

We know that some of the communications surrounding this piece of work were not of the standard that you would have expected and for that I apologise. What I can assure you is that we have taken steps to make sure that you are kept informed as we continue the planning process and then the actual work itself.

To aid with this, we will be setting up a dedicated webpage where you will be able to find the latest information and updates as well as a list of 'Frequently Asked Questions' and links to other information such as small business compensation claims and the Priority Service Register. As soon as this page is set up, I will share it with Ufford Parish Council so they can post it to 'Punchline' and the H.U.G. Facebook page.

Once again, I want to thank the community for working with us so that we can address the issues that have been raised. This work on the ageing gas network does need to be done, but we aim to do it as quickly and as safely as we can with the minimum impact on the community as possible.

If you have any questions in the meantime, you can call us on 0800 151 2404 or email CustomerCareEastern@cadentgas.com. Our team are available Monday to Friday 8.00am to 8.00pm

Kind regards,

Eleanor Lewis

Head of Customer Experience in the East of England, Cadent