



We're working
for you

WORK NEAR YOU STARTS SOON



Sibelga

Work near you starts soon

Gas and electricity provide you with comfort and warmth, day in, day out. We will shortly start works near you to ensure that this energy continues to reach you in optimum condition.

In accordance with prevailing legislation, Sibelga has organised the works in consultation with other utility companies and the competent authorities. The permits necessary for the works have been issued by your municipality and/or Brussels-Capital Region.



How will the works be carried out?

1. LAYING NEW PIPES



- We dig a trench in the pavement or road.
- Access ramps to the buildings and garages are installed.
- The new cables and pipes are placed at different depths.
- We close the trench and repair the road.

2. CONNECTING HOMES TO THE NEW NETWORK



- The new network comes into use.
- Your house is connected to this new network.
To do this, it is necessary to make small holes through the façade.

3. TAKING THE OLD NETWORK OUT OF SERVICE



- The old network is taken out of service.
- The small holes are filled in and the pavement is repaired.
- The works are officially “accepted” by municipal services.



Work in my street: Why?
How? You can watch this film at
www.sibelga.be



What you need to know

COORDINATION

Before starting work of this kind, we consult with all other utilities (such as water companies and telecom operators) to coordinate our work and thus avoid a succession of work sites.

ACCESS TO HOMES

An access ramp with handrails will be placed over the trenches to give you access to your home. You will also have access to your garage.

DURATION OF THE WORKS

You can find details in the information sheet enclosed with this brochure.

TRAFFIC AND PARKING

Traffic in your area will need to be altered temporarily. Diversions will be arranged (refer to the plan). The work might reduce the number of car parking spaces available.

While works are in progress, Sibelga will comply with the applicable legislation to guarantee that the works:

- does not interfere with the emergency services, waste collection and public transport vehicles or stops and station;
- does not obstruct access to places or installations intended for persons with reduced mobility, taxis, deliveries, police vehicles, etc.

If compliance with these requirements is found to be impossible, the best alternative solutions will be found in consultation with the relevant organisations

ACCESS TO METERS

Our works supervisor will contact you if we have to access your meters.

DISRUPTION TO THE ELECTRICITY AND/OR GAS SUPPLY

We will warn you far enough in advance if we have to temporarily cut off your electricity and/or gas supply.

PAVEMENTS

We attach great importance to the condition of pavements. Before and after the works, we will make an inventory of their condition with a representative of the municipal authority.



Please note :

- The pavement will be restored in two stages. Earth will first be laid, followed by repaving.
- The new paving cannot be laid until three or four days after the work has been completed. During this period, please do not throw water on to the footpath or sweep away the residual sand.

How to contact us?

- For more information about these works:
 - 0800 117 46 (Monday-Thursday: 08:00 – 16:30 hrs; Friday 08:00 – 15:45 hrs)
 - construction@sibelga.be
- In a work-related emergency : 0800 117 46 (24/24)
- If you smell gas : 0800 19 400 (24/24)
- If your general electricity supply is disrupted : 02 274 40 66
- If there is a water leak : 02 739 52 11
- For general questions about Sibelga :
 - www.sibelga.be
 - Customer Services clients@sibelga.be
 - 02 549 41 00 (Monday-Thursday: 08:00 – 16:30 hrs;
Friday 08:00 – 15:45 hrs)



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