

Alton-Bordon Network Investment – FAQs

1. What programme of works is being undertaken in the area?

We are investing £10.6M to boost Bordon's electricity network.

Commencing on 1 May 2023, the project is installing 18km of cabling to provide a modern and more resilient network. The cable is being laid underground.

The upgrade process began on and continues along Oakhanger Road and will run west to the Alton Substation along Green Street and Caker Lane. The new cabling will continue to the east across to Bordon Substation on the outskirts of the town later this year.

There are no planned power cuts scheduled to take place during the works.

2. Why are the works being undertaken?

As a result of significant developments in and around the Bordon area, the existing electricity network is unable to meet the forecast increase in demand over the coming years. To overcome this shortfall in capacity, we are installing a new primary substation in the Bordon area.

In addition to the replacement and upgrade of existing infrastructure, we are also upgrading connections at the associated substations.

This investment in the latest technology will ensure the strength of Alton and Bordon's power network for years to come, keeping essential power flowing to those living and working in the area.

3. What is underground cable laying?

In areas where space for cables is limited, especially in urban areas, underground laying of cables is an efficient way of maintaining the energy needs of a community. Electricity is transmitted from one point to another, using cables laid in an underground system, instead of the cables hanging from poles and towers.

Underground cables are not visible to the naked eye, so retain the location's aesthetic beauty.

4. How long will the works take to complete?

Our multi-million pound upgrade began this spring, boosting the power supply in the area to future-proof the electricity network for homes and businesses. The programme is due to run on until September 2024, weather permitting.

Work on Oakhanger Road is on course to be complete by the end of the year while works to the West toward Alton will be complete by Summer 2024, as will works to the east of Bordon.

These dates are subject to change. Details of any changes will be available at www.ssen.co.uk/alton-bordon-network-investment and locals will be notified of delays as soon as possible via post and email.

5. What are the operational hours for the programme of works?

The works are ongoing seven days a week until September 2024. Work will take place between the hours of:

- 7am to 5pm Monday to Friday (no work takes place on bank holidays)
- 8am to 4pm on Saturdays
- 9am to 3pm on Sundays

Extensive details of the works and a map of the cable route can be found on [our website](#).

6. Are the impacted roads closed to through traffic?

The roads that we are working on will be closed to through traffic. Our construction works are generally constrained to approx. 100-200m in length, so residents and local traffic will have access either side of where we are currently working.

7. Are the roads to remain closed overnight?

Yes, the roads we are working on remain closed overnight to through traffic. Local access on either side of the works has been maintained.

8. Are emergency services informed about the road closures?

We're committed to carrying out this essential project with the minimum disruption, especially for emergency services. As is standard practice for projects which have an official traffic management programme, full details of these plans and any subsequent updates are shared with all emergency services via the local council's Highways Department.

9. Why has this route for the cable been chosen?

The route chosen is the most direct and therefore the most economical route.

As a Statutory Undertaker, SSEN have the right to install/maintain their plant and equipment within Public Highway under the Highways Act of 1980. There are no rights to install/maintain plant and equipment within private property without the consent of the landowners.

10. Why did the work start on Oakhanger Road and not at one of the substations?

Working in partnership with Hampshire County Council, it was agreed that starting work on Oakhanger Road would help to minimise travel disruption in the area.

At the time of works commencing there were also third party resurfacing works taking place on the A32, and beginning our work on Oakhanger Road allowed us to maintain access nearer the A32 and minimise travel disruption to the area.

11. Are diversion routes clearly marked?

Road signs are being put into place with details of diversion routes where works are currently occurring, and this will continue as works progress. In addition there will be a sign which states, "businesses open as usual".

The rules regarding signs state that the message should be quick and easy to digest, so we are not seeking to add further signage at this time.

12. Will the diversion route use the A325 by-pass?

The diversion route to and from Oakhanger uses the A325 by-pass and avoids Station Road in Bordon. Road signs will be in place and clearly marked, encouraging road users to use the by-pass.

13. What is happening with bus routes?

Where our works affect bus stops, these stops will be closed, and we will request that a temporary stop be located within a short walk of the original location. Where entire roads are closed, buses will divert to an alternative route and information on these changes will be posted in-person and online by the bus operators.

14. Will I be able to access my property? Can I get in my/out of my drive?

We have applied for various road closures and traffic management measures to be installed, and these have ensured continued access for residents as work has progressed along Oakhanger Road. Our works are generally constrained to approx. 100-200m in length, allowing residents access on either side of our current working location. Where road closures are implemented, the roads will be closed to through traffic.

When working directly outside of a property we will make every effort to maintain access, however, there will be occasions when we will be unable to enable access for vehicles in and out of a property. We will endeavour to alert residents to this if it occurs, and request that you make alternative arrangements for parking while affected.

Pedestrian access will be maintained at all times.

15. We are a business, how will staff / customers / deliveries be able to get through works?

We will ensure that works are completed as safely and as quickly as possible while keeping disruption to a minimum.

During our works, there may be restrictions in place on roads and footpaths for periods of time. However we will communicate these to affected stakeholders in advance of these works to share details of the traffic management.

If your business is inside the work area, we may not always be able to guarantee access for deliveries during our work hours. We endeavour to engage with you to facilitate as best we can, any access required for deliveries etc.

Please call or email our Community Relations Team with details of your requirements and let us know your circumstances and we will do all we can to assist.

16. How and when will you tell us about traffic management and road closures?

Ensuring the local community is aware in advance of any disruptive works is essential for all construction projects. Where communities will be significantly affected (e.g. full road closures, particularly noisy work, and work outside of core working hours) we endeavour to issue advance works notifications at least two weeks before the works are due to begin.

These advance works notifications will describe the works we are carrying out, how communities might be affected, and the duration of those works. We'll also put in place advance warning signs on the road network ahead of closures and diversions.

17. I'm disabled and need vehicular access to my property – can this be accommodated when you are working?

Please contact our Community Relations Team with details of your requirements and let us know your circumstances and we will do all we can to assist.

18. Where can I park during road works?

If you usually park on the road within the work area, you will need to find alternative parking nearby during the hours of the road closure. Off-road parking will not be affected however we cannot guarantee access in or out during our work hours.

19. Will I be compensated for any disruption or inconvenience caused by the works?

There is no process by which SSEN offer compensation for any inconvenience or loss caused in the undertaking of the statutory duties. However, this does not affect your Statutory Rights.

20. What do I do if my property is damaged?

Great care is taken throughout the programme of works to minimise the risk of incidents taking place which may damage private property. In the unlikely event that an isolated event does occur, please contact our Community Relations Team.

21. Where can I find out more?

Visit our website at www.ssen.co.uk/alton-bordon-network-investment for more information about our investment in your area.

The website will be updated as works progress. It includes an interactive map showing where the cable will be laid and any traffic diversion routes in the area. You can also download our current programme of works, so you know where and when we are working.

22. Who do I contact if I have a question or complaint?

We want to be a good neighbour to you and help answer any questions you may have.

Have a query? You can email us at community@ssenbordon.co.uk or call us on 0800 046 9034. Write to us using Freepost: SSEN BORDON.

Have a complaint? You can email us at customercomplaints@ssen.co.uk or call us on 0800 980 1395. Write to us using Freepost: SSEN BORDON.

Concerned about vulnerability in a power cut? Visit www.ssen.co.uk/priorityservices or call us on 0800 284 3259.