

Working with you to keep communities safe and warm



Keeping communities safe and warm.

Our customers are at the heart of everything we do. We work closely with a diverse range of partners to develop the right services to support customers in vulnerable situations, making sure we help those who need it most. We are committed to our customers and their loved one's safety and offer a number of free or reduced cost services to keep them safe, warm and independent in their own homes.

This brochure provides information on the range of additional support available to customers. We are always looking for new ways to support our customers and extending our partnerships with organisations to deliver the services we offer.



We want to hear from you. Do you have ideas on how we can work together to deliver new services helping keep our customers safe and warm? Please get in touch Box.CustomerSafeguarding@cadentgas.com



Vulnerability and Carbon Monoxide Allowance (VCMA)

We are regulated by Ofgem in the form of price controls. Price controls define a series of objectives, allowances and conditions that we must adhere to.

Within our regulatory commitments for the RIIO-GD2 price control (April 2021 – March 2026), we have been given allowances under a Vulnerability and Carbon Monoxide Allowance (VCMA) to enable us to fund projects that help support and protect customers in vulnerable situations.

We are looking for innovative projects we can support, nationally or locally, that will help keep our customers safe, warm and independent.

We recognise the benefits that an expert viewpoint can bring, and we look upon our stakeholders and partners to offer innovative project ideas.



If you would like to learn more about the VCMA funding and to discuss any innovative project ideas you may want to explore with us, please contact us at Box.CustomerSafeguarding@cadentgas.com

The silent killer

Carbon monoxide (CO) is known as the silent killer because you cannot see it, smell it or hear it. We are on a mission to raise awareness on the dangers and to help keep our customers safe from CO poisoning.

We work with partners to lead, innovate and influence the industry on carbon monoxide awareness, and are always looking for innovative projects to help us achieve this.



As part of our mission we run two fun and interactive school education initiatives on the dangers of CO.



Safety Seymour is designed for KS1 (years 2 and 3). Our cuddly caped crusader is a bear on a mission to educate children on how we can protect ourselves and our homes from carbon monoxide!



SPREADING THE WORD ABOUT CARBON MONOXIDE

The CO Crew is designed for KS2 (years 5 and 6). The scheme centres around Mimi and Loz; two characters of The CO Crew who educate children in a fun and engaging way on the dangers of carbon monoxide and how to stay safe.

We would like your support in promoting our school packages with any parents or teachers you may know. Please ask them to visit our websites

- safetyseymour.co.uk/school-sessions
- thecocrew.co.uk/school



If you want to find out more or have a future project idea please get in touch at **Box.CustomerSafeguarding@cadentgas.com**

Priority Services Register (PSR)

The PSR helps gas and electricity companies look after customers who have additional communication, access or safety needs to gain equal access to the best possible service at all times.

A simple PSR registration, with the customer's explicit consent to keep and share their information, gives them access to useful services. Some examples are alternative facilities for cooking and heating in an emergency, bills provided in a different format and a 'knock and wait' service for home visits.

Currently there are a variety of different offerings available to customers in vulnerable situations,

ensuring that the support on offer is tailored to the specific needs and circumstances of each individual.

We're always innovating so we can provide the best services available. We welcome you to be a part of this and to help raise awareness of the PSR. Join the nationwide approach to ensure customers are safe, warm and independent in their homes. Do you have opportunities to reach audiences who would benefit?

If you'd like to work with us raising awareness of the PSR or have any questions, please contact us Box.CustomerSafeguarding@cadentgas.com or for more info visit [cadentgas.com/PSR](https://www.cadentgas.com/PSR)



Locking cooker valves

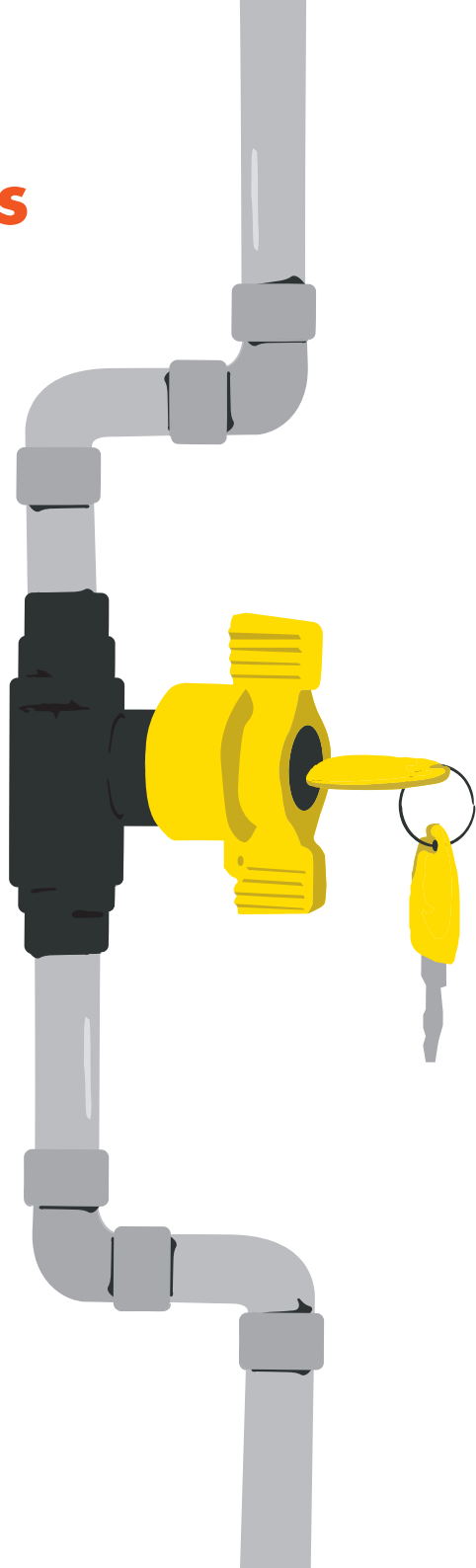
The locking cooker valve is a simple solution, which helps people in vulnerable situations retain their independence while keeping them safe at home.

Locking cooker valves are suitable for those who can no longer operate their gas cooker safely and may be at risk of harming themselves and their home by leaving gas ignited or forgetting to turn the hob off.

When the valve is locked, the gas supply to the cooker or hob is isolated which means that if it is left on unintentionally there is no risk of gas escaping. With a key, the person providing care, can easily turn the valve on and off, enabling the gas cooker to be used safely with supervision.

We fit these lockable safety devices to the existing gas cooker pipework free of charge.

You can make referrals and find out more information by visiting cadentgas.com/lcv or by calling us on 0800 389 8000



Centres for Warmth

We're working hard to support our communities particularly those in hard to reach areas. Through partnering with local organisations, we are now developing a network of Centres for Warmth, as well as growing our partnership with ACRE (Action with Communities in Rural England) in creating more Warm Hubs.

A Centre for Warmth is a safe, warm and friendly space where residents are able to drop in, have a hot meal and receive free advice on ways to keep warm and safe in their home. Our aim is to tackle loneliness and social isolation, as well as helping communities to increase their knowledge on energy efficiency, helping residents stay safe and warm at home.

Centres for Warmth can be flexible in the services they offer and can be tailored to deliver services based on the needs of the local community it is serving.



To find out more and where we plan to visit soon, email Box.CustomerSafeguarding@cadentgas.com





Fuel poor connections

As well as supporting our customers already connected to the gas network, we recognise the importance of supporting off-grid customers that may be using a less cost-effective method of heating their home and living in fuel poverty.

A gas central heating system is widely considered to be the most cost-effective method of heating a home, and provides greater warmth and comfort to customers of connected homes.

We work with trusted partners to deliver free or heavily discounted first-time gas connections to eligible customers under our Fuel Poor Network Extension Scheme (FPNES).

For more information on the support we offer and how you can make a referral, visit www.cadentgas.com/connection



Energy and income advice

We're proud to work with trusted organisations across our areas to deliver energy advice to customers living in vulnerable situations.

It's really important to us that our customers are living in warm and safe homes. An increased knowledge of in-home energy efficiency measures can be an effective method for a customer to ensure their home is warm, comfortable and safe.



We are always interested in broadening our partnerships with organisations that offer expert home energy efficiency advice. If you are interested in becoming one of these partners, please get in touch at **Box.CustomerSafeguarding@cadentgas.com**

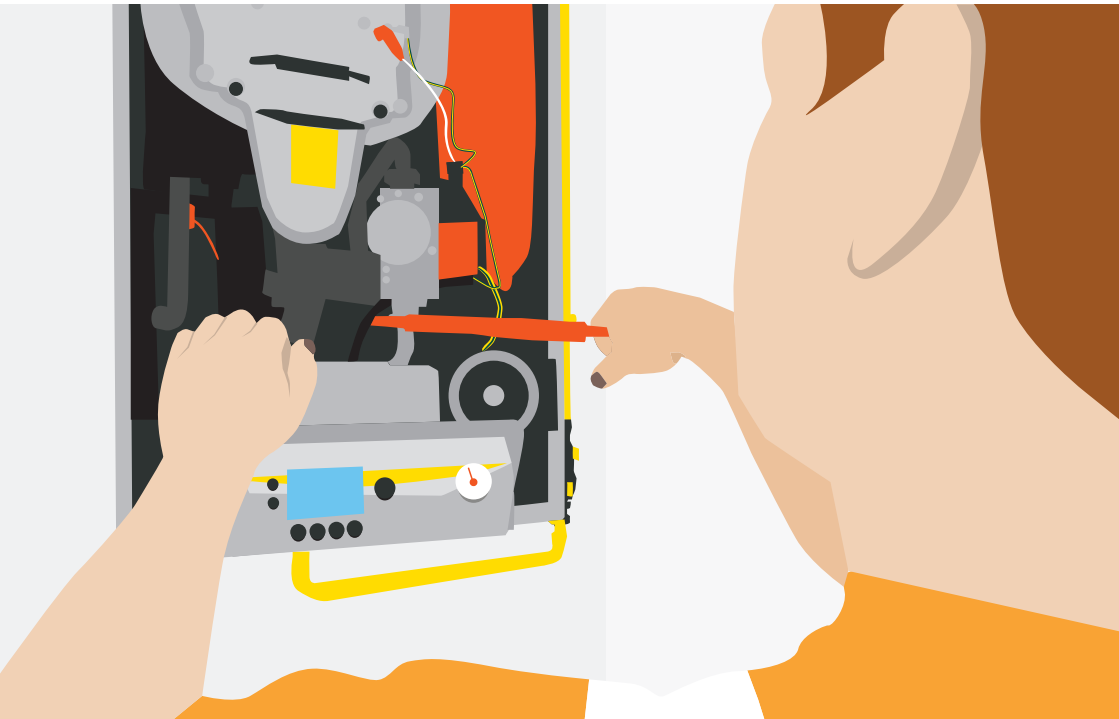
Services beyond the meter

We recognise the impact a gas emergency and our operational activities can have on customers, particularly those that find themselves in a vulnerable situation.

We therefore strive to offer customers additional support for services inside their property, beyond the gas meter. When visiting customer's homes, our engineers are able to refer those experiencing hardship into expert partners who can offer support with free, impartial energy efficiency advice, income maximisation advice and repair and replacement of gas appliances.



All of these services are designed to help a customer stay safe, warm and independent in their home. Please contact **Box.CustomerSafeguarding@cadentgas.com** for more information.



Utilities Against Scams

We are working together with other utility companies and National Trading Standards to raise awareness around scams as it is a growing issue affecting people globally.



Utility companies interact with customers on a daily basis, whether this is face-to-face when carrying out work in a community or in a customer's home, having a telephone conversation or communicating digitally.

With the digital age, it is becoming easier for criminals to pose as legitimate companies and scam people out of large sums of money. This not only impacts on customers both financially and emotionally, but also creates reputational risk for businesses and the wider industry.

We can play a crucial part in spotting signs that a customer could need support and alerting those organisations who can help.

We have created customer giveaways to provide tips on preventing scams and these will be sent to customers that are identified as at risk of being a victim of scams. These products include:

- An internal door sticker providing top tips for preventing doorstep scams and an external message warning the scammer that they will be asked to prove their identity.
- A notebook for use by the telephone. It details main contacts on the inside page and gives tips on each page.

**For more information visit
cadentgas.com/UAS**



If you would like to order these customer giveaways please contact **Box.CustomerSafeguarding@cadentgas.com**

Smell a lifesaving sense

We are working in partnership with Fifth Sense to raise awareness of smell disorders.

Anosmia (an-OHZ-me-uh) is the medical name for a condition in which someone suffers a partial or complete loss of their sense of smell.

People who suffer from a loss of smell are unable to detect warning odours such as food that has gone off, or not being able to smell gas or smoke.

If someone has a problem with their sense of smell and uses gas appliances within their home, they are potentially at risk if there is a problem with their gas.

We can help by providing advice to help them stay safe at home.



Fifth Sense is the charity for people affected by smell and taste disorders, providing support, information and educating society on the huge role that the senses of smell and taste play in our lives.

For more information visit cadentgas.com/senseofsmell

We have produced scratch and sniff cards with a 'gas' panel to help test if people are able to smell gas. If you would like to request a supply of these please email Box.CustomerSafeguarding@cadentgas.com



We are Cadent, Your gas network

We provide the energy our customers need to stay safe, warm and connected. Our responsibility is to look after the gas pipes so they can continue to deliver safe, reliable and low carbon energy for years to come. We are committed to continuously improving the levels of service we provide to our customers.

We own and manage four of the eight gas distribution networks in the UK. Our network of pipes stretches over 80,000 miles to 11 million homes and

businesses in the North West, West Midlands, East of England (including the East Midlands and East Anglia) and North London.



THREE TIMES AROUND THE WORLD



Placed end-to-end, our pipes would go around the world more than three times.

Across our four networks, we provide services to diverse customer and stakeholder groups and each area has its own geographical and social requirements.

If there's an emergency, our engineers are ready day and night to help. We make sure the energy our customers need is there when they need it.

We also manage the National Gas Emergency Service free phone line 0800 111 999*, taking calls and giving safety advice 24/7 365 days a year for the whole of the UK.

* All calls are recorded and may be monitored.

IN 2019/2020

**1.4MILLION
GAS EMERGENCY CALLS
WERE ANSWERED**

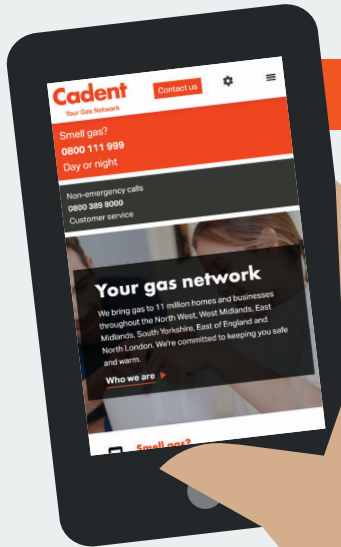


EXPLORING NET ZERO



We know we have a pivotal role to play in ensuring the UK meets its decarbonisation targets in heat, power and transport. We're actively connecting cleaner, greener fuel sources to our gas networks and exploring Net Zero compatible solutions. We're also making changes to reduce our:

- waste to landfill by reusing soil and aggregates
- carbon emissions from our raw materials and operational works
- avoidable plastics.



Contact us for more information



If you have ideas on ways we can work together, or are interested in finding out more information on anything in this brochure, please contact **Box.CustomerSafeguarding@cadentgas.com**



You can also visit us at **cadentgas.com**



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@CadentGasLtd



or find us on Facebook
/CadentGas

Get involved! Share your feedback on how we keep customers safe, warm and connected, visit us at **cadentgas.com/best-practice**