

Keeping you *safe and warm*



Cadent

Your Gas Network

Hello there! We're Cadent.

We look after the gas pipes under the ground in your area. You might have seen our vans out and about. We're committed to keeping you safe and warm.

Did you know that we bring gas to eleven million homes and businesses throughout the North West, West Midlands, East Midlands, South Yorkshire, East of England and North London.

In fact, our network of gas pipes stretches over 82,000 miles. If we placed them end-to-end, they would wrap around the world more than three times!

Here's more info on what we do and don't do:

What we do

- 1 Make safe gas escapes, inside and outside
- 2 Check poor pressures, any problems with our pipes or no gas unexpectedly
- 3 Check for carbon monoxide
- 4 Help with stolen meters and theft of gas

Cadent
Your Gas Network

What we don't do

- 1 Fix any gas appliances
- 2 Sort issues with or add EEE's to your meter
- 3 Anything to do with your gas bill or care plan with your supplier
- 4 Fix any water or electricity issues

Property owners are responsible for the gas pipes from the gas meter to appliances.

Your gas supplier is responsible for your gas meter.

BILL

cadentgas.com

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What should I do if I smell gas?

If you ever smell gas indoors or outdoors, call us FREE on **0800 111 999** (all calls are recorded and may be monitored).

The service is available 24 hours, 365 days a year. Our trained call handlers will tell you what you need to do until an engineer arrives.

It might be a good idea to save the gas emergency number to your mobile phone or keep it handy somewhere.



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Carbon monoxide (CO) - what to look for

Faulty gas appliances can release carbon monoxide, a colourless, odourless and tasteless gas. This can make it very difficult to detect.

Even if you don't have gas installed in your property, it's important to know that coal, wood and fuel oil can also release carbon monoxide when burnt.

Exposure to carbon monoxide can be very harmful and potentially fatal.

To reduce the risks...

- Fit audible carbon monoxide alarms in your home and test them regularly
- Ensure all gas appliances are installed correctly and have them serviced annually by a Gas Safe Registered engineer
- Ensure all chimneys and flues are cleaned annually to prevent blockages.

Carbon monoxide exposure can affect anyone, so it's important to know the signs and symptoms to look out for.

They can be similar to viral infections, tiredness or a hangover, but if your symptoms lessen or disappear when you're out of the house, it might be carbon monoxide poisoning.

If you're worried you've been exposed to carbon monoxide and are showing any of the signs below, seek medical help.

If you suspect carbon monoxide, call us FREE on 0800 111 999.

For more information, check out: cadentgas.com/co

Symptoms of carbon monoxide poisoning



Carbon monoxide and schools

We run two fun and interactive school education initiatives on the dangers of carbon monoxide.

If your child's primary school would like a FREE educational awareness session on carbon monoxide with Safety Seymour (KS1) or The CO Crew (KS2), they can find out more and register at:

safetyseymour.co.uk/visits and at thecocrew.co.uk/schools

Meet Safety Seymour, our caped crusader! Safety Seymour is on a mission to teach Key Stage 1 children (Years 2 and 3) all about how to keep ourselves safe from carbon monoxide.

Mimi and Loz are in The CO Crew, they are full of fun and teach Key Stage 2 (Years 5 and 6) children how to stay safe from the dangerous effects of CO.

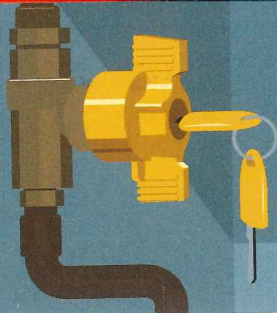


SPREADING THE WORD ABOUT CARBON MONOXIDE

Get your children to check our websites to find out more about carbon monoxide and try out our fun activities at safetyseymour.co.uk and thecocrew.co.uk

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Locking cooker valves



Our locking cooker valve is a simple device helping protect those who are unable to operate their gas cooker safely, and provides reassurance to family, friends and carers.

It allows the gas supply to be turned on and off really easily. It can prevent gas accidents such as the cooker being unintentionally turned on or left on.

Carers can turn the valve off and on by simply using a key so the gas cooker can be used safely with supervision.

We're proud to offer this service completely FREE to our customers. If you care for someone and know they could benefit from a locking cooker valve, just call our Customer Care Team on 0800 389 8000 or visit cadentgas.com/lcv

Smell – a lifesaving sense

Anosmia (pronounced; an-OHZ-me-uh) is the medical name for a condition where someone has suffered a partial or complete loss of their sense of smell.

People who suffer from a loss of smell can't detect warning odours such as food that has gone off or gas or smoke.

If this affects you, you could be at risk if there is a problem with your gas or appliances.

We can help keep you safe in your home. To find out more, visit; cadentgas.com/senseofsmell

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Priority Services Register



The Priority Services Register (PSR) is a free service for people who might need extra support from us because of their communication, access or safety needs.

We understand that it can be a stressful time when your gas supply goes off, especially if you rely more heavily on your gas due to yours or your family's circumstances.

The PSR is available to people who:

- have a severe or chronic illness
- are dependent on medical equipment, including oxygen
- have poor mobility, sight, hearing or smell
- are unable to communicate in English
- need support in the event of an interruption in their energy supply (if you have a young family or are of pensionable age, for example).

We can help with the registration process too. You can either complete our online form at cadentgas.com/PSR or email wecare@cadentgas.com and one of our team will be happy to help.

For more information, check out cadentgas.com/psr



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A little energy can save a lot



We all want to save money on energy bills while staying safe and well, and one of the easiest ways to reduce costs is by making small, simple changes which can add up to real annual savings.

Save money when cooking. Put a lid on it.

Putting a lid on your pan while cooking can save you money on your energy bills this year.

A degree can make a difference. Turn it down.

Turning down the thermostat by just one degree could save £145 on your energy bills this year.¹ To help to keep you safe and well, your thermostat should be set between 18–21°C.

Save energy. Switch on to switching off.

Turning off lights and switching appliances off standby when not in use can save you £90 a year on your energy bills.¹



¹Savings are for a typical three-bedroom, gas-heated home in Great Britain, using a gas price of 10.3p/kWh and electricity price of 34.0p/kWh (based on Energy Price Guarantee October 2022). Turning off your lights could save you around £25 a year. Switching appliances off standby could save £65 a year.

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Get help.

We're committed to helping our customers keep safe and well, which is why we are working with our partners to provide practical advice, from energy saving tips to finding financial assistance towards your energy bills.

Find out more at saving-energy.co.uk



Maximise your income

Every year millions of households miss out on thousands of pounds worth of benefits. Our benefits calculator easily and quickly identifies any benefits you are entitled to claim to help increase your income and improve your situation.

Make sure you're not missing out with our free online checker: cadentgas.com/benefitscalculator

Financial support available to you

Lightning Reach is a free online portal that connects you to financial support available from various sources, quickly and securely - all in one place. This may include grants from charities, local council funding or support with utility bills.

By creating a profile in under 15 minutes you will see all support available to you, get updated when more support is added, and can apply for multiple sources of support directly through the portal.

How to use the Lightning Reach portal

Step one: Sign up for free and create a profile by answering a few simple questions.

Step two: Match to support and see what support is available to you.

Step three: Apply for support by uploading supporting documents and submitting your application through the portal.

Find out what support you are eligible for today. Go to <https://refer.lightningreach.org/cadent> or scan the QR code.



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Scams and fraudsters

Scams and fraudsters can affect the lives of millions of people across the UK every day. The National Trading Standards Scams Team say they can cost UK consumers between £5 billion and £10 billion a year.

Anyone can be a target. But if you know what to look out for, you're less likely to be taken in.

We've put together some top tips so you can protect yourself and your loved ones against scammers.

If you have been a victim of a scam, don't be embarrassed about reporting it – you could prevent it from happening to others.

Contact Action Fraud on **0300 123 2040** who can help.

For more information on scams and how to protect yourself against scammers, complete the Friends Against Scams awareness session at **friendsagainstscams.org.uk**



TOP TIPS TO STOP DOORSTEP SCAMS

Be aware that uniforms and ID can be copied/fake. If in doubt close the door and contact the company using a number from a bill or website.

Do you have a pre-booked appointment? Utilities rarely turn up without one.

If you don't have an appointment call the company before allowing entry – they won't mind waiting if they are legitimate.

Do you have a doorstep password? Make sure they provide this.

Stay safe – if you feel in immediate danger call 999.

TOP TIPS TO AVOID TELEPHONE SCAMS

Call back if you are unsure. – using a number on a bill or via a trusted website.

Have you heard about call blocker technology to prevent calls from scammers?

Don't be pressured to make a decision on the spot.

If it sounds too good to be true it probably is.

Just because they are friendly doesn't mean you can trust them.

Don't provide your personal or account details.

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Keeping you safe on your doorstep

Before you let anyone into your home, make sure you know they are who they say they are.

When one of our engineers arrives at your door, they will always show you their identification card.

We will do our best to tell you in advance that someone is coming to visit, but that's not always possible - gas emergencies and other critical work might mean they have to turn up unannounced.

Our engineers won't be offended if you close the door and call us to check they are who they claim to be!

To check they are genuine, give us a call on:

0800 389 8000 – (select option two), and we can confirm they definitely work for us.



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We are passionate about making our services inclusive and accessible to the communities we serve.

We know that English is not the first language for many, so we offer a range of services to support different ways to get in touch with us.

Translation, help and support

Our help and support pages and videos on our website are accessible in seven different languages: Simplified Chinese, Polish, Punjabi, Turkish, Urdu, Somali and Bengali.

Language support 24/7

We provide on-demand translation services 24/7, 365 days a year through Language Line and live British Sign Language through SignLive.

Recite Me

We've added Recite Me to our website which includes a translation tool into 100 languages; 35 of which are spoken.

Alternative formats

If you require this document in an alternative format or language please call us on **0800 389 8000** or email **wecare@cadentgas.com**

Keeping you safe and warm

We provide the energy our customers need to stay safe, warm and connected. We are committed to making a positive and lasting difference to the communities we work in and supporting our customers who need extra help from us.

We work hard to ensure yours and your loved ones' safety and we offer a number of services to keep you warm and independent in your own home.

cadentgas.com/support



Follow us on our social channels to find out more about the work we do.

 **Facebook /cadentgas**

 **Twitter @CadentGasLtd**

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