

Plant Protection Charging Statement

Effective from 03 August 2026 – 31 March 2027

Sometimes we need to carry out site visits in relation to Plant Protection work.

We want anyone working near our pipes to be safe. Hitting or damaging a pipe can have severe consequences.

If you're thinking about digging near our pipes you must let us know before you start. In some instances, we may need to carry out a site visit to provide monitoring or consultation.

1.1. Site Visits

Our first site visit is free of charge if:

- It is carried out Monday to Friday, between the hours of 8am to 4.30pm
- It lasts up to a maximum of 8 hours
- It is booked at least 14 days in advance

Outside of these conditions, the charges are as follows:

01-Jul-26	Working Hours	First Visit	Additional Charge Per Hour
East of England	Mon - Fri 8am to 4.30pm	Free of Charge Maximum 8 Hours	£126.76
London			£131.55
North West			£129.09
West Midlands			£124.30
East of England	Mon to Fri Out of Hours		£160.99
London			£167.07
North West			£163.94
West Midlands			£157.86
East of England	Saturday		£160.99
London			£167.07
North West			£163.94
West Midlands			£157.86
East of England	Sunday and Bank Holidays		£214.23
London			£222.32
North West			£218.16
West Midlands			£210.06

All charges shown are exclusive of VAT.

If the first visit is booked with less than 14 days' notice, it may be charged at the standard hourly rate and dependent upon resource availability. This decision is at our discretion.

1.2. Site Visit Cancellation Policy

If the site visit appointment is not convenient for you, it can be cancelled and rearranged.

You must give us at least two working days' notice before the appointment time when cancelling the visit.

If you cancel the visit with less than two working days' notice, a cancellation fee will be charged.

	More than 48 Hours Notice	Less Than 48 Hours Notice
East of England	No Charge	£253.53
London		£263.10
North West		£258.17
West Midlands		£248.60

All charges shown are exclusive of VAT.

The charges are based on 2x the appropriate 'additional time' hourly rate.

The initial free site visit can be re-arranged a maximum of two times before a fee will be charged.

Cadent Gas Limited

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National Gas Emergency Service 0800 111 999* (24hrs) *Calls will be recorded and may be monitored