

Plant Protection

Charging Statement

Updated March 2025
Next Review February 2026

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:

1st April 2025	Working Hours	First Visit	Additional Charge Per Hour	
East of England	Mon - Fri 8am to 4.30pm	Free of Charge Maximum 8 Hours	£108.04	East of England
London			£126.99	London
North West			£94.86	North West
West Midlands			£94.66	West Midlands
East of England	Mon to Fri Out of Hours		£137.21	East of England
London			£161.28	London
North West			£120.47	North West
West Midlands			£120.22	West Midlands
East of England	Saturday		£137.21	East of England
London			£161.28	London
North West			£120.47	North West
West Midlands			£120.22	West Midlands
East of England	Sunday and Bank Holidays		£182.59	East of England
London			£214.61	London
North West			£160.31	North West
West Midlands			£159.97	West Midlands

Cadent Gas Limited

Registered Office Ansty Park, Pilot Way, Coventry CV7 9JU

Registered in England and Wales No.10080864

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

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 2 working days Notice	Less Than 2 working days Notice
East of England	No Charge	£274.43
London		£322.55
North West		£240.94
West Midlands		£243.43

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.

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