

# Keeping you *safe and warm*



**Cadent**

Your Gas Network

# Hello there!

# We are Cadent.

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

Did you know that we bring gas to 11 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!

## Do you know who to call for gas related issues at home?



### MAKE THE RIGHT CALL FIRST TIME

Reach the right service quicker by knowing who to call

#### 1 Gas meter problems?

Call your gas supplier

This number can be found at the top of your energy bill



#### 2 Gas appliance problems?

Call the Gas Safe Register

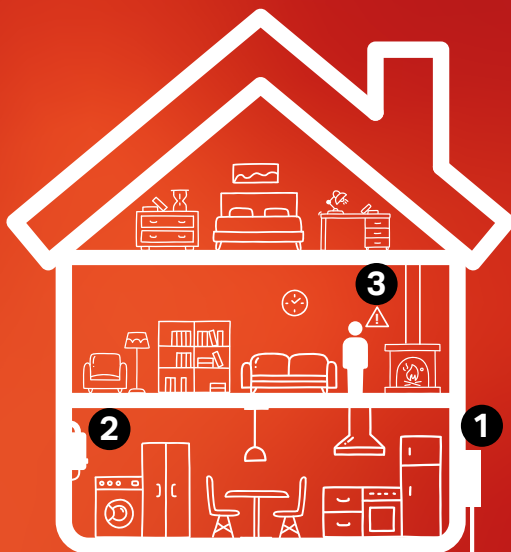
0800 408 5500



#### 3 Smell gas?

Call 0800 111 999\*

Only call this number if you smell gas or suspect carbon monoxide



\*All calls are recorded and may be monitored.

Keeping you *safe and warm*

# What should I do if I smell gas?

If you ever smell gas indoors or outdoors it could be a gas leak, so it's important to call the free National Gas Emergency Service immediately on **0800 111 999\***

The service is available at any time, day or night. Our trained call handlers will tell you the safety steps to take until an engineer arrives.

It's a good idea to save the National Gas Emergency Service number to your mobile phone or keep it handy somewhere.

If you smell gas indoors:

- ✓ **DO** call the National Gas Emergency Service immediately on **0800 111 999**, available 24/7
- ✓ **DO** open doors and windows to ventilate the property
- ✓ **DO** turn off the gas at the mains tap
- ✗ **DON'T** turn any power or light switches on or off
- ✗ **DON'T** light any sort of flame within the property
- ✗ **DON'T** use any appliances that could cause a spark



\*All calls are recorded and may be monitored.

**Keeping you** *safe and warm*

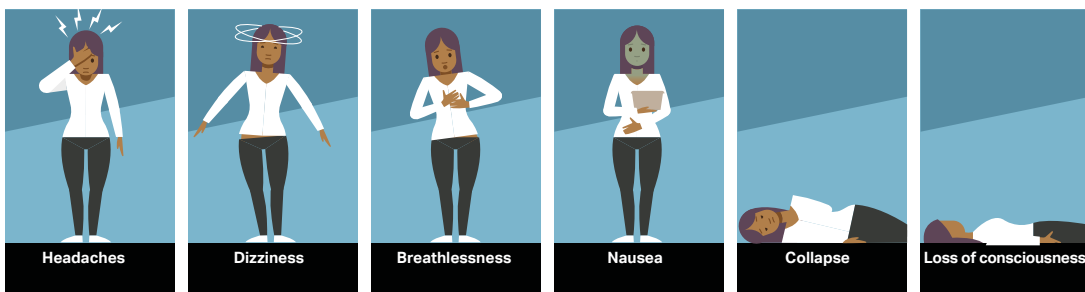
# Carbon monoxide (CO) - what to look for

CO is a colourless, odourless, poisonous gas that you can't see, hear, smell or taste.

It can be produced by anything that burns carbon-based fuels, including gas, oil, wood, coal, petrol or diesel. That could be your cooker, boiler, wood burner or fire.

CO poisoning can affect anyone and happens when you breathe in even a small amount. So, it's important to know the symptoms to look out for.

## Symptoms of carbon monoxide poisoning



To minimise the risk of CO poisoning, you should take the following steps:

- **Purchase** a CO alarm that alerts you to its presence and make sure it's positioned correctly and tested regularly.
  - **Check** your flues and get chimneys swept at least once a year by a registered professional.
  - **Book** an annual service for your gas appliances and ensure they are installed correctly by a Gas Safe registered engineer. Visit [gassaferegister.co.uk](http://gassaferegister.co.uk) to find an engineer near you.
- If you suspect carbon monoxide, call the National Gas Emergency Service FREE on **0800 111 999**.
- For more information, check out: [cadentgas.com/co](http://cadentgas.com/co)

Keeping you *safe and warm*

# Priority Services Register (PSR)

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

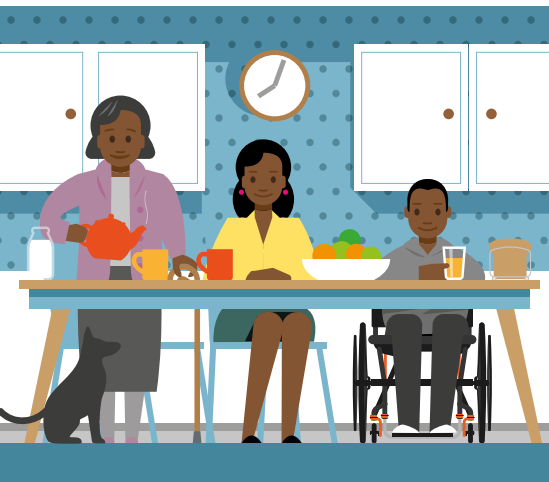
We understand that it can be a stressful time when your gas supply goes off, especially if you rely more heavily on your gas due to yours or your family's circumstances.

We can help with the registration process too. You can either complete our online form at [cadentgas.com/PSR](https://cadentgas.com/PSR) or call us on **0800 389 8000** and one of our team will be happy to help.

For more information, check out [cadentgas.com/psr](https://cadentgas.com/psr)

The PSR is available to people who:

- Use medical equipment reliant on electricity or water.
- Live with children under five.
- Are blind or partially sighted.
- Are deaf or hard of hearing.
- Have a chronic illness.
- Have a mental health condition.
- Have low or poor mobility.
- Are of pensionable age.
- Have a loss of smell.
- Need documents translated into another format or language.
- Temporarily need extra support due to life changes.



**Keeping you** *safe and warm*

# Smell – a lifesaving sense

Anosmia 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](https://cadentgas.com/senseofsmell)

# Help for adults caring for elderly parents

**Carents, the term used to describe adults who care for their elderly parents, have emerged as one of the largest groups of unpaid carers in the UK.**

We have partnered with Carents, Northern Gas Networks (NGN) and UK Power Networks (UKPN) to support and safeguard those caring for an elderly loved one and other customers who find themselves in vulnerable situations or financial difficulties.

Carents is a one stop shop for those navigating the realities of ageing and care.

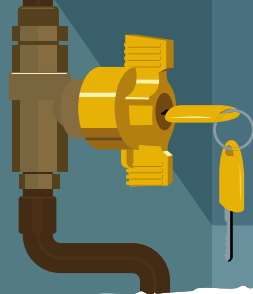
They provide you with the information, community and support you need to confidently do the very best you can to support your elderly parents.

You can access this support at [carents.co.uk](https://carents.co.uk)

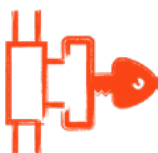
**Carents®**

**Keeping you** *safe and warm*

# Safety devices



We offer this service completely FREE to customers who are eligible to register on the Priority Services Register.



## Locking Cooker Valve

**Our Locking Cooker Valve (LCV) 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.



## EasyAssist™ ECV

**EasyAssist™ ECV (Emergency Control Valve) is a safety device that helps people with mobility issues to easily disconnect their gas supply in the event of an emergency.**

With a push of the red button on the device - rather than turning the valve lever - the gas supply will be disconnected.

If the EasyAssist™ device detects dangerous temperatures it will automatically disconnect the gas to keep the customer safe in their home.

Our engineers are qualified to install the device and will retrofit it over an existing ECV.

To find out if you are eligible for a Locking Cooker Valve or EasyAssist™ ECV service, call our Customer Care Team on **0800 389 8000**, alternatively visit **[cadentgas.com/lcv](https://www.cadentgas.com/lcv)** or **[cadentgas.com/easyassist](https://www.cadentgas.com/easyassist)**

**Keeping you** *safe and warm*

# 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 stops the heat from escaping.

## **A degree can make a difference.** **Turn it down.**

Turning down the thermostat by just one degree will save money on your energy bills. To help to keep you safe and well, your thermostat should be set between 18-21°C.

## **Save energy.** **Switch on to switching off.**

Devices left on standby still use energy. Turn appliances and lights off when they are not in use.

**Keeping you** *safe and warm*

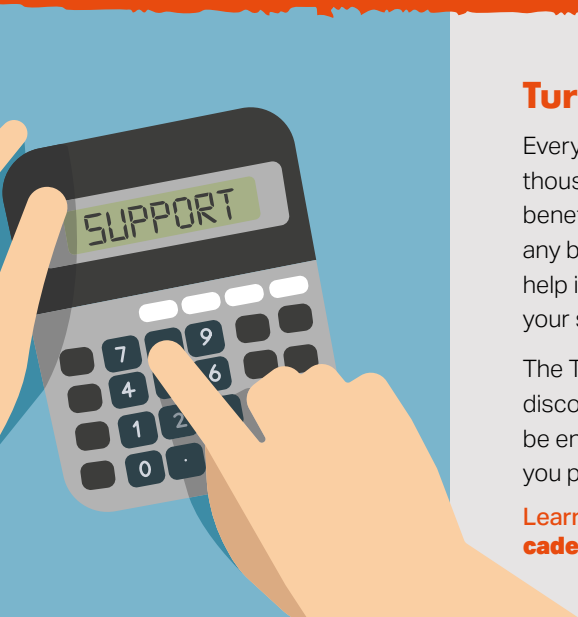
## **Get help.**

We're committed to helping 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**  
[cadentgas.com/energyefficiency](https://cadentgas.com/energyefficiency)



# Helping you maximise your income



## Turn2Us benefits calculator

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.

The Turn2Us benefit calculator will help you discover which means tested benefits you may be entitled to. It's free to use and the details you provide are kept anonymous.

Learn more at [cadentgas.com/benefitscalculator](https://cadentgas.com/benefitscalculator)

## IE Hub budgetary tool

### Manage your income and expenditures

Keep track of your money with the free IE Hub budgetary tool that helps you to manage your household finances and budget effectively.

It allows you to create a thorough and accurate budget and see what financial benefits you could be entitled to with its free benefit checker tool.

There are no financial obligations and you do not have to go on to claim any benefits - Simply see how you could budget better and what benefits you would be eligible for.

Since launching the tool, we have found that the average additional financial benefit per customer is £5,500, so it's proving very beneficial.

Find out if you can better your budget at [iehub.co.uk/cadent](https://iehub.co.uk/cadent)

Keeping you *safe and warm*

# Groundwork referral

## Need help with your energy bills?

The Cadent Foundation's partnership with Groundwork funds the Green Doctor project as part of the Stay Warm Stay Well programme. Green Doctors are energy saving experts who can offer free, impartial advice to help you take control of your bills, save energy where possible in the home, and access other services available.



Request a referral for a **FREE** home visit or telephone consultation by scanning the QR code, or visit [groundwork.org.uk/stay-warm-stay-well](https://groundwork.org.uk/stay-warm-stay-well)

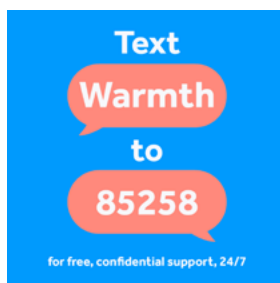
# Shout - text support service

## Are you feeling worried or stressed?

Your wellbeing is our priority. If you are anxious or stressed about keeping your home safe and warm, our partnership with **Shout** offers 24/7, free, confidential text support from a trained mental health advisor.

Know someone who could benefit from this service? Text **WARMTH to 85258** to speak to a trained advisor.

For more information about our partnership and the help available to you, visit [giveusashout.org](https://giveusashout.org)



**Keeping you** *safe and warm*

# Centres for Warmth

**Our Centres for Warmth support people living within our communities to keep them warm, safe, and connected.**

**We work with over 350 community centres, located in the heart of our network's communities to promote togetherness and social interaction.**

Many of the locations that we support offer services to help people such as, food pantries, job clubs, and support with benefit claim applications.

However, you can also visit our Centres for Warmth to receive services about home energy efficiency advice, carbon monoxide safety, benefit and debt advice and the Priority Services Register.



Our Centres also offer much more varied support and activities depending on the local needs, such as slow cooker lessons to educate people on how to make nutritious meals and extra-curricular activities for children.

**If you think you could benefit from any of these services, check out our website to find your closest Centre for Warmth at [cadentgas.com/cfw](https://www.cadentgas.com/cfw)**



**Keeping you** *safe and warm*

# Scams and fraudsters

**Frauds and scams are the most commonly experienced crime in England.**

It is a growing problem that cannot be dealt with by law enforcement organisations alone. Anyone can be a target, but knowing what to look out for you can protect yourself and your loved ones from scammers.

Don't be embarrassed about reporting a scam - you could prevent it from happening to others.

**For help, contact Action Fraud on 0300 123 2040. For more information on scams and how to protect yourself, visit Operation Repeat at [oprepeat.co.uk](http://oprepeat.co.uk)**

## TOP TIPS TO PROTECT YOURSELF ON THE PHONE AND AT HOME

**Don't buy anything on your doorstep** - paying in cash lets them know you keep money in the house.

**Avoid cold callers** - this can happen at the door or on the phone.

**Don't accept identification cards at face value** - identify cards can be forged. If you are unsure contact the callers organisation.

**Don't discuss your bank details over the phone** - your bank will never ask you for this.

**Don't respond** - ignore suspicious emails, letters, calls or messages.

**Before you let anyone into your home, make sure you know who they are.** When one of our engineers arrives at your door they will always show you their identity card. To check the engineer is genuine, give us a call on: **0800 389 8000** - (select option two), and we can confirm they definitely work for us.

**Always log on to a website directly** rather than clicking on links in an email.

**Don't be conned** by letters that claim you have won a prize or money.

**Get independent advice if an offer involves money, time or commitment** - never be rushed into making a decision on a purchase.

**Don't let scammers push your buttons** - they will play on your emotions to get what they want.

**REMEMBER - If it sounds too good to be true, then it is!**

**OPERATION REPEAT**  
Reinforcing Elderly Persons Education at All Times

**Keeping you** *safe and warm*

# Useful numbers

## Emergency contacts...

---

Name:

---

---

DOB:

---

Address:

---

---

---

Number:

---

Doctor:

---

Surgery:

---

NHS Number:

---

Utility company numbers:

---

---

Gas Emergency number: **0800 111 999\***

---

Power cut phone number: **105**

---

Gas Safe Register number: **0800 408 5500**

---

\*All calls are recorded and may be monitored.

**Keeping you** *safe and warm*





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](https://cadentgas.com/support)**

