

## **Customer Choice**

A customer guide outlining the options available if you require a new gas supply, or the alteration to, or disconnection of an existing gas supply on Cadent's gas distribution network

## Who are Cadent?

Cadent are focused on delivering energy safely, reliably, efficiently and responsibly.

Our principal interest is in the distribution of gas in the UK.

We own and operate over 132,000 kilometres of lower-pressure gas distribution mains in the North West, the Midlands, East Anglia and North London – more than half of Britain's gas distribution network, delivering gas to around 11 million homes, offices and factories.



## **Customer choice**

Whether you or your client require a new gas supply or just need work doing to an existing gas service pipe on Cadent's gas distribution network, you have a choice of company that can provide you with a competitive quotation for the service you require.

Whilst Cadent will provide you with these services, we believe that every customer should be able to choose who undertakes the:

- construction and connection of new gas pipework; and
- the alteration or disconnection of an existing gas supply.

This guide outlines the options available to you and provides information on Cadent or other independent companies that can provide your required services.

## Who can do this work?

There are a number of other companies that can offer you competitive services. These companies are called Utility Infrastructure Providers (UIPs) or Independent Gas Transporters (IGTs).

### Utility Infrastructure Providers (UIPs)

UIPs design, construct, alter or disconnect gas infrastructure, on behalf of their customer (i.e you). UIPs are able to undertake one or more of the following categories of work on your behalf:

#### **1 - New connections**

The design and construction of new pipework from a property or properties to our existing gas distribution network. This is often referred to as 'Self Lay'.

A number of UIPs are also able to complete the final connection to our network. However, where they are not able to undertake the connection themselves, they will arrange for us to make the connection on your behalf.

#### **2 – Service alterations**

The alteration of existing gas service pipework connected to our gas distribution network or the repositioning of your gas meter.

#### **3 – Service disconnections**

The permanent disconnection of a gas service pipe connected to our gas distribution network, if the property is to be demolished or the owner no longer requires a gas supply, for example.

For each category of work the UIP will liaise with us throughout the process and the work they undertake will be in accordance with industry published requirements. This means that the work is carried out safely and to a recognised industry standard.

On completion of a new connection or alteration we will adopt the pipework, up to the meter installation, for the remainder of its lifetime. Cadent has a regulatory requirement to do this because non-licensed companies are not allowed to operate their own gas networks.

Further information on UIPs and details of how you can obtain a competitive quotation is available from the Cadent website. This includes a facility for you to complete an online competitive quotation request form which we can pass on to UIPs on your behalf.

### **Independent Gas Transporters (IGTs)**

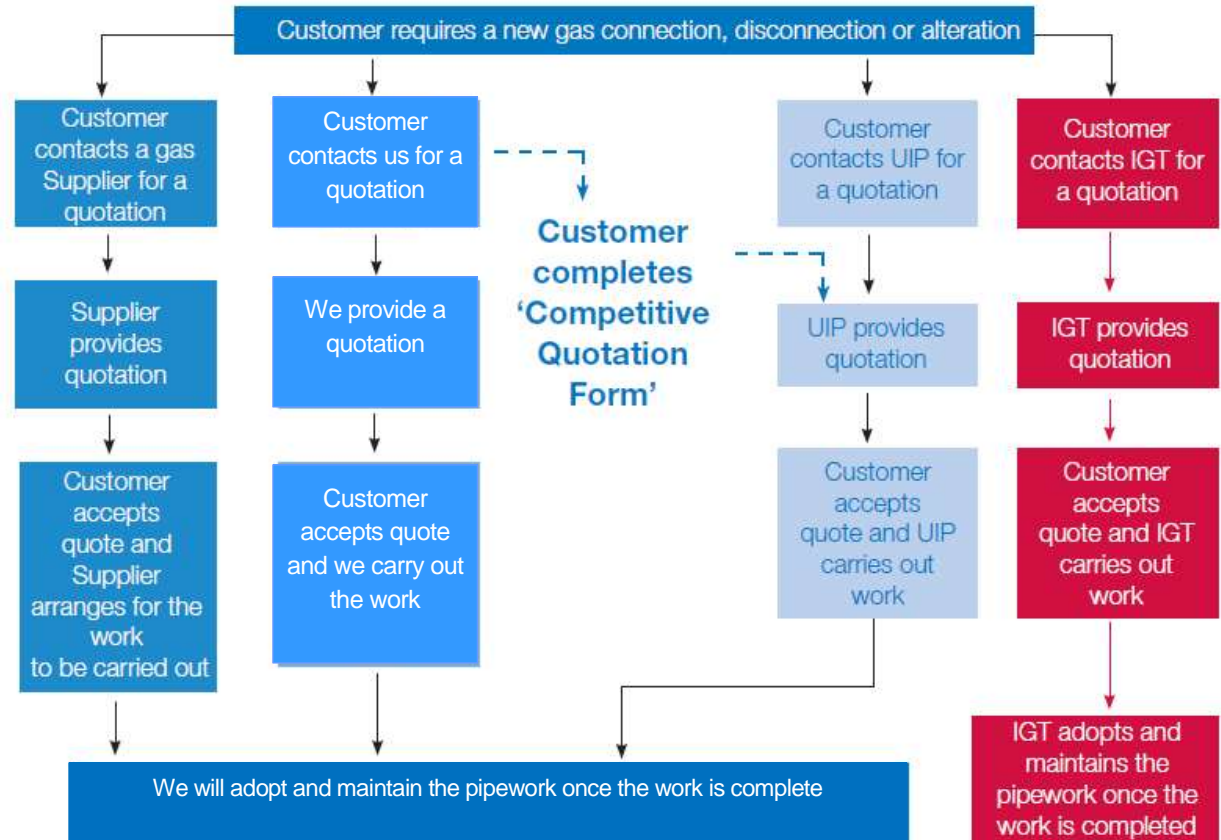
There are a number of IGTs that operate on a national basis that may also be able to offer a connection and adoption for your new gas services. Further information on IGTs can be obtained from Cadent's website or Ofgem's website (Office of Gas and Electricity Markets).

## Your choices

If the work you require fits one of the competitive categories you have a number of options to consider. You can:

- Apply direct to a UIP for a quotation to undertake and manage the work on your behalf.
- Complete an online competitive quotation form on our website and request us to pass this to a number of UIPs for a quotation, for them to undertake and manage the work on your behalf.
  - Contact your gas supplier to arrange a quotation for the work to be carried out by Cadent.
  - Apply to Cadent direct for a quotation.

The diagram below gives you an overview of the process involved once you have decided which is the best solution for you.



†Cadent is not responsible for the processing of your information by a UIP, nor is Cadent responsible for any quotes, statements, information, goods or services provided or agreed to be provided by a UIP or for or any failure, delay or any other liability arising from them providing those goods or services. Cadent does not receive any payment from UIPs in respect of passing your information to them.

## **Other important things you need to consider**

If you wish to employ a UIP to undertake the work on your behalf, there are a number of additional things to consider. These are:

### **Metering requirements**

If a new gas connection is required, you will need to arrange for a gas meter to be fitted and register with a gas supplier, before you are able to use gas. Your chosen gas supplier will arrange for a meter to be fitted or you can arrange this yourself through an independent meter installer. A full list of gas suppliers and independent meter installers can be obtained from the Ofgem website.

### **Reinforcement**

Under certain circumstances, it may be necessary for us to undertake work on our existing network to ensure we can provide gas to your property. This is known as 'reinforcement work' and may result in additional cost and an extension to the time required before we can provide gas to your property.

### **You may be able to do the work yourself**

For the design and construction of new pipework from a property or properties to our existing gas distribution main, you may be able to undertake the work yourself, provided you meet specific technical and competency criteria and you register with us as a UIP.

Details of the specific criteria, how the adoption process works and information on how to register with us as a UIP is available from our website.



## **Summary**

Whatever solution fits your individual requirements, Cadent will help with the completion of the work, through our established processes, developed and agreed with our Utility Infrastructure Providers and Independent Gas Transporters industry colleagues.

## Useful contact information

Below is a list of websites where you can find further information about the companies and services covered in this guide.

<b>Information on:</b>	<b>Can be found at:</b>
<b>Utility Infrastructure Providers (UIP) organisations</b>	<a href="http://www.lloydsregister.co.uk/girs">www.lloydsregister.co.uk/girs</a> <a href="http://www.sbgi.org.uk">www.sbgi.org.uk</a>
<b>Getting a competitive UIP quotation via Cadent</b>	<a href="http://www.cadentgas.com/Gas/Connections">www.cadentgas.com/Gas/Connections</a>
<b>Independent Gas Transporters (IGTs)</b>	<a href="http://www.ofgem.gov.uk">www.ofgem.gov.uk</a>
<b>Independent meter installers</b>	<a href="http://www.ofgem.gov.uk">www.ofgem.gov.uk</a>
<b>Gas suppliers</b>	<a href="http://www.ofgem.gov.uk">www.ofgem.gov.uk</a>

Cadent Gas Limited  
Registered Office  
Ashbrook Court  
Prologis Park  
Central Boulevard  
Coventry  
CV7 8PE  
[www.cadentgas.com](http://www.cadentgas.com)