

**Cadent**

Your Gas Network

# Transforming experiences

Customers. Communities.  
Colleagues.

Our Plan highlights  
2021-2026  
**North London**



# We are Cadent

## Your gas network

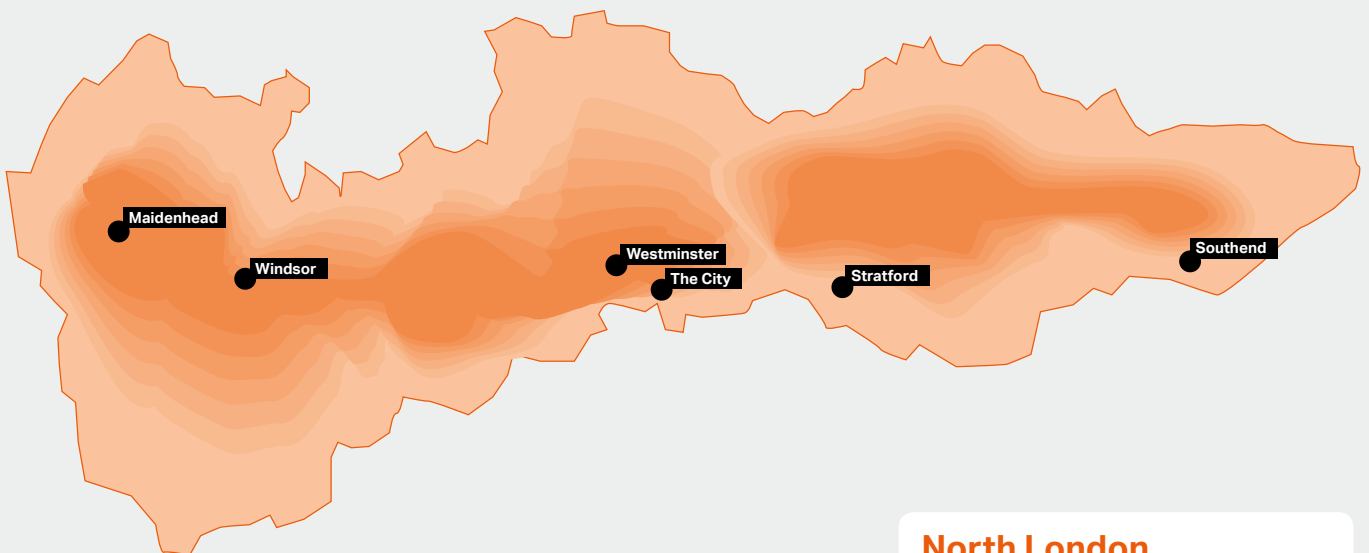
We own, operate and maintain the largest gas distribution network in the UK. This is made up of four separate networks, including East of England, North London, North West and the West Midlands. If you haven't heard of us, it's probably because our name is quite new – we used to be part of National Grid.

Our network of pipes stretches over 80,000 miles to over 11 million homes and businesses. We own the pipes, but we don't own or sell gas; this is the role of your gas supplier.

## How we are funded

Gas suppliers pay us to transport their gas to your home. You pay for the work we do through your gas bill. Although it comes from your gas supplier, our costs are included and make up about 20% of the overall bill.

We run the National Gas Emergency Service on behalf of the gas industry. We're the people you call if you have a problem with your supply or can smell gas.



### North London

Our North London network has the largest population of homes in multi-storey buildings in the UK. While London is stacked high, our gas network is buried deep beneath, with pipes going back hundreds of years.

The network extends from Central London, covering north of the River Thames, to High Wycombe in the west and Southend-on-Sea in the east.

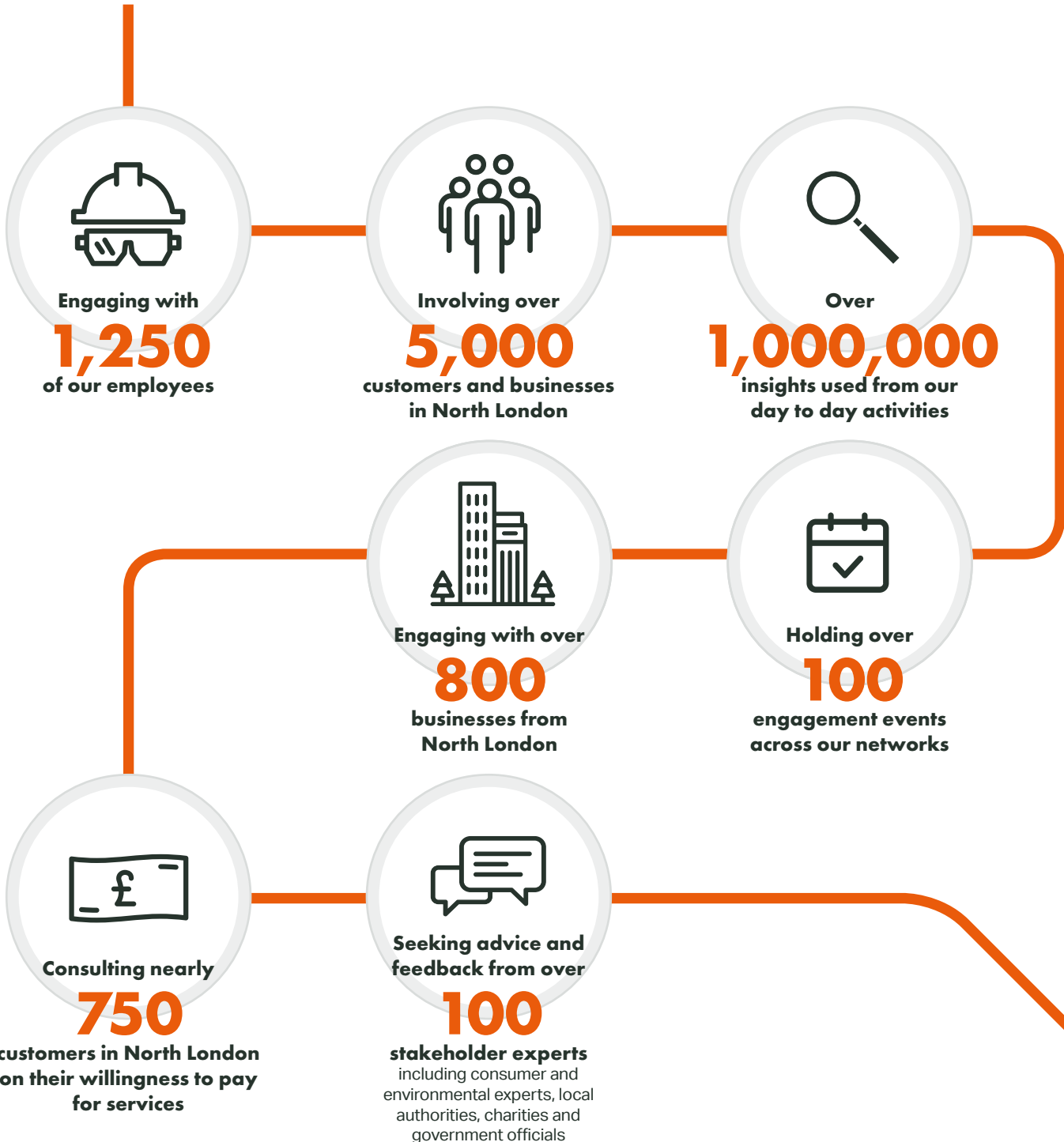
### National Gas Emergency Service

**0800 111 999**

All calls are recorded and may be monitored.

## Creating our future plans with you

We've spent the last 18 months understanding what you expect from us now and in the future. We have undertaken an unprecedented level of engagement across each of the communities we serve. We have also established a highly skilled, independent Customer Engagement Group to challenge us and ensure we deliver the best for you.



# Our vision

## Overview

Our vision is to set standards that all of our customers love and others aspire to.

By bringing together our vision and your priorities, we are making commitments that will make a real difference. These commitments have been formed from what you told us was most important to you.

Using a six phase engagement process, we have listened to your feedback, tested various options and ultimately tested our final Plan to ensure it meets your expectations. Over 80% of you said that it does.

These commitments help you hold us to the very highest standards, and help us measure our performance. The following pages highlight some of our commitments.



### Trusted to act for our communities

We understand that customers place trust in us and our work. We will focus on building trust through every action we take, giving over 1% of our post-tax profits back to our communities through the Cadent Foundation.



### Tackling climate change

We will take a leading role to support the UK's Net Zero emissions challenge, coordinating with others across the energy industry as we transition to cleaner sources of energy. We will reduce leakage of gas from our pipes and become carbon neutral in our other operations by 2026.



### Providing a quality customer experience

We are committed to providing an outstanding customer experience, tailored to individuals' needs. We will provide inclusive and accessible services to all, going beyond to support those most in need.



### A resilient network

We will invest £235 million each year to maintain a reliable gas supply that keeps our customers, communities and employees safe in North London.

# Delivering our commitments in your region



Case study:

## London Medium Pressure Project: investing £80m

Between 2021 and 2026 we plan to replace and modernise parts of our key infrastructure that runs through central London. These large diameter pipes run by major landmarks such as the Houses of Parliament, Trafalgar Square and Buckingham Palace meaning repairs can be disruptive to traffic, tourism and commerce.

We are working with local authorities to proactively replace these pipes and ensure we limit disruption.

We refined our plans for this project with stakeholder feedback from councils, police, Transport for London etc.



Case study:

## Improving experiences for those living in homes in multi-storey buildings

We have identified that we can do more to improve the service customers living in multi-storey buildings receive. Not only are we working to reduce the likelihood of these homes experiencing a supply interruption, but to help you see how we are improving services for these customers within London, we have also developed a specific London commitment to reduce average interruption time by 60% from 2018 levels.



Case study:

## Less than 5% of our backfill will be sent to landfill

We will increase how often we clean and decontaminate the material (such as tarmac and soil) we dig up from our works so that we can reuse it to refill the holes we dig when we maintain and repair our pipes. This means that less than 5% of the material we use to fill in holes will be new material and less than 5% of material dug up will be sent to landfill





## A resilient network

Keeping the energy flowing safely and reliably

You've told us that **maintaining a safe gas network** for our customers, communities and employees while **ensuring a reliable gas supply** is the most important part of what we do.

We have worked hard to establish **world class safety** performance and **a network reliability over 99.99%**. This means our customers will only receive a gas interruption once every 40 years on average. But we want to do even better. We are investing to improve the health of our pipes and infrastructure and continue to evolve our data, cyber security and physical security provisions.



We continue to increase our use of **robotics to keep the energy flowing in the capital** and minimise disruption and road congestion caused by our works



**We will continue to replace iron and steel pipes with more durable and longer lasting plastic pipes to help ensure a safe and reliable gas network. This is equivalent to almost two full circuits of the M25."**

**334km** per year in **North London**



We have developed robust information systems and a cyber security plan which will dedicate **£21 million to protect physical and data assets**



We are **investing £170 million to develop a suite of tailored and innovative solutions** which will reduce the likelihood of a supply interruption, and get customers living in multi-storey buildings back on gas much more quickly where this is unavoidable. Around **60% of this investment** will be used for our North London network. We have already been establishing a **specialist repair team in London** to maximise the use of innovation for repairing these homes, helping to reduce the number of homes we have to disconnect from gas when we carry out work



We will continue to answer **over 90%** of emergency calls **within 30 seconds**



## A quality experience

For all our customers, stakeholders and communities

You'll probably never need to contact us directly, but if you do, **we're committed to providing an outstanding experience.** That's why we're putting new standards in place to measure and significantly improve our service levels across all our customer journeys.

**We've listened** and worked to understand more about what you need and value. In particular, you've said you'd like us to do more to help people in vulnerable situations and play a leading role in raising awareness of the dangers of carbon monoxide.

**We are transforming our organisation to put our customers at the heart of all we do, creating 28 regional delivery units**



We will make it much simpler to connect to our gas network, providing domestic connections customers **with accurate quotes in just 15 minutes**



We will **continue to listen to your feedback** about how we are doing, using a variety of channels. We will measure your satisfaction levels to **improve and learn year on year**



We will **reduce disruption in North London** by providing **better road work information**, and **work with other utilities** when planning our activities to reduce the number of holes in the road



We will provide a more convenient service, offering **2 hour appointment slots** for all gas supply restorations



**We will provide 570,000 carbon monoxide alarms to homes within North London."**



We will extend support and **help our North London customers in their homes, by forming partnerships** with charities, other Gas Safe Registered organisations, to go beyond the boundaries of our network and **enable repair and replacement of 3,890** customers' faulty appliances



We will **train** all our front line employees to **identify customer needs** and determine how we can best support you



Our aim is to **never leave a customer vulnerable without gas**, either through enhanced welfare or by enabling repair or replacement of unsafe appliances



We will have direct conversations with **380,000 customers living in North London** to raise awareness of the **Priority Services Register (PSR)** so that we can better identify and serve customers with additional needs



**Our Customer Vulnerability Strategy aims to create an inclusive and accessible service for all**



**We will educate 38,000 people living in North London about the dangers of carbon monoxide including continuing the successful Safety Seymour programme, which educates primary school children on how to stay safe at home, by identifying and reducing the risk of carbon monoxide poisoning."**





## Tackling climate change

Leading the transition to a sustainable energy system

You told us it's vital we take action now to protect our planet for future generations, by **reducing carbon emissions** and our impact on the environment to support the UK's climate change targets. We are a major part of the UK's energy industry and you want us to **take a leading role** in supporting the right energy solutions.

We want to show how we can help support the removal of carbon from the gas that flows through our pipes, and support alternative fuels for transport. This means working with Government and policymakers as well as **investing in innovative sustainable low carbon energy alternatives** like hydrogen.



We will continue to play an **active and leading role in decarbonising energy** across the whole energy industry, not just gas, and drive innovative thinking to develop **whole system solutions**



**We will become carbon neutral in our day to day operations by 2026, 24 years earlier than the Government target. We plan to do this by reducing energy and carbon consumption, opting for renewable or low carbon alternatives and offsetting all residual unavoidable emissions."**



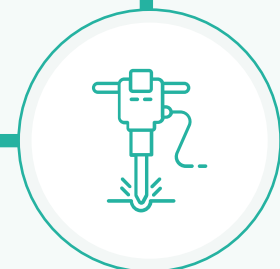
We will buy **zero emissions** emergency response vehicles across London



We will **reduce leakage of gas** from our pipes **by 14-17%** by 2026



We will **develop joint planning offices** with electricity networks to support regional authorities to develop **whole system solutions** to their energy plans



We will send **less than 5%** of waste from digging up the road **to landfill**



## Trusted to act for our communities

Being transparent in all our actions

Being trusted is extremely important to us. We're an essential public service provider so it's important that you **trust us to act responsibly** for our communities and always deliver on our promises.

Based on what we have heard, we have created a **Trust Charter** and we will **publish how we are performing** against our commitments within it. We will continue to transparently publish our profits, tax and pay.



**We have set up the Cadent Foundation, a community fund to give over 1% of our annual post-tax profits (c.£6m p.a.) back to our communities, particularly customers in vulnerable situations."**



We will make Cadent a great place to work, promoting and celebrating diversity and inclusion. We will support our employees with their **personal development** and ensure over **24,000 training days** per year



We will continue to engage with customers, businesses and stakeholders to ensure we continue to deliver the **standards that you love**



We will **be transparent** in how we operate, reporting on our performance against the commitments that we have made to our customers and communities



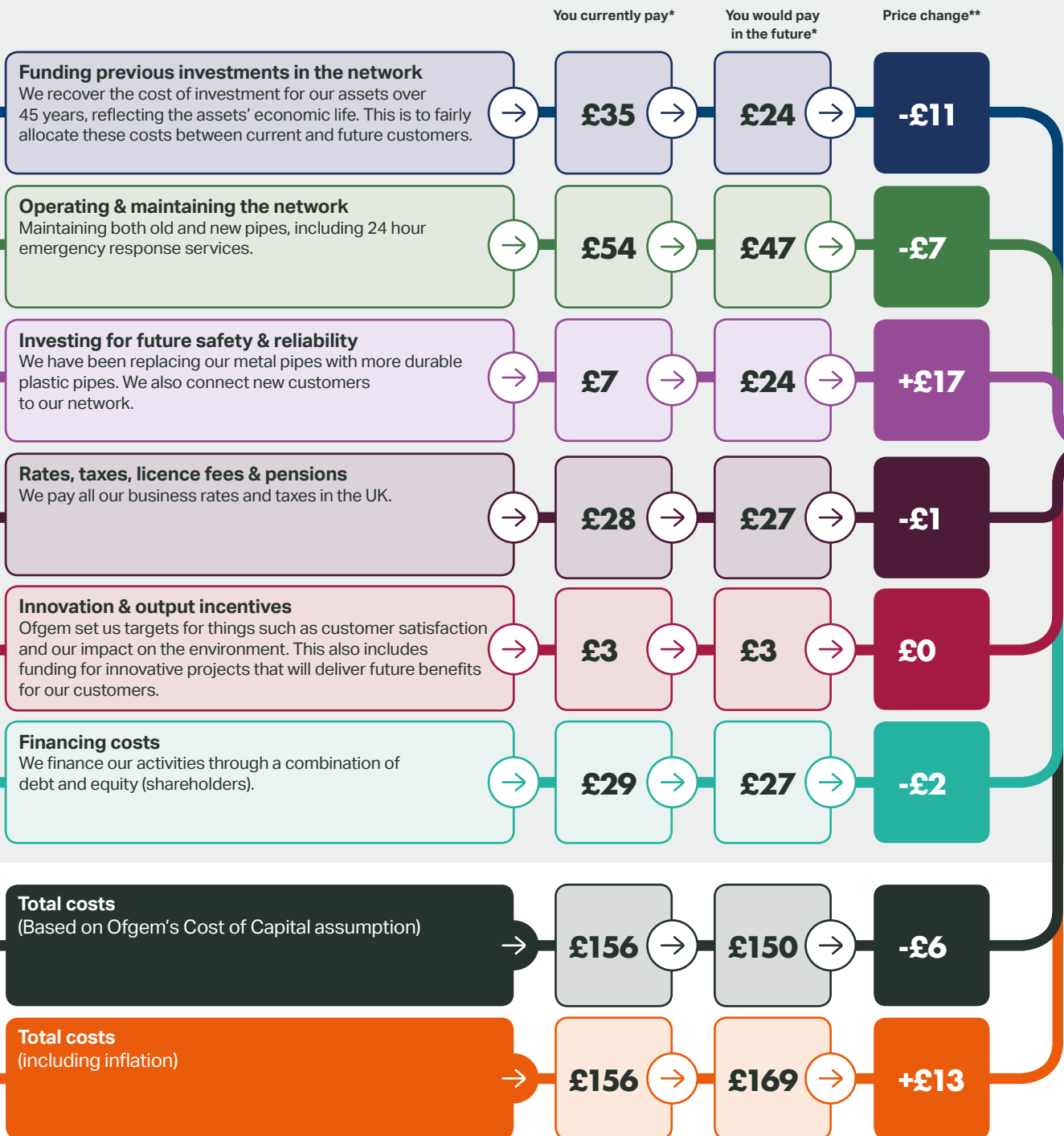
We will give back to our communities by supporting **over 2,500 colleagues in volunteering activities**

# Providing you with more value for less

You will receive a gas bill from your supplier which is on average £777\* per year. Your bill is made up of different charges and your supplier currently charges you on average £155 per year for the services that we provide. This is about 20% of your annual gas bill.

Over the next five years we will reduce our impact on your bill by an average of 4% (£6\*\*) by driving efficiency savings through innovation, competition and transforming our organisation.

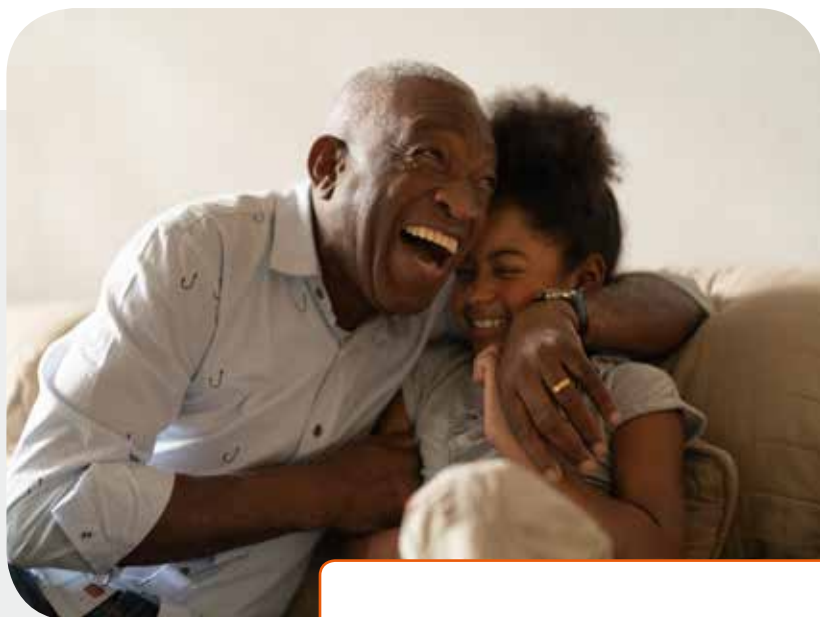
## Our services cost just 41p per day as part of your future gas bill\*\*



\*Assuming your average annual gas bill is £777  
 \*\*Excluding inflation

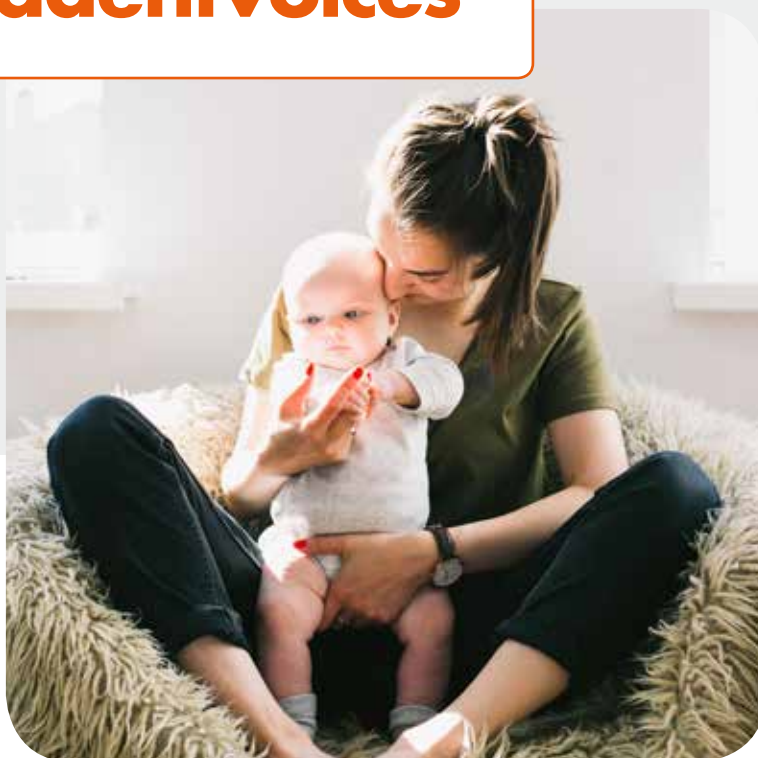
# We are listening and would love to hear your feedback

This document highlights some of the commitments we are making for 2021 to 2026. We would love to hear your thoughts.



Let us know what you think

## #Cadentvoices



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