

4.
Services Beyond
the Meter



What are *Services Beyond the Meter?*

Through their Services Beyond the Meter (SBtM) programme, Cadent are offering free gas servicing on customers' gas appliances if they meet certain eligibility criteria outlined in the table on the next slide.

The gas service is carried out in line with the appliance manufacturer's instructions. It includes cleaning of all components of the gas appliance, such as the vents, flues and pipework. The performance of the appliances is then assessed. This analysis may include, but not be limited to:



The combustion exhaust gases to ensure the appliance is burning gas safely.



The appliance's condition including signs of heat or distress, effectiveness of flues, seals and gaskets, and cleanliness of heat exchangers.



Correct operation of any safety devices.

Eligibility criteria

Eligibility can be assessed by **means tested benefit and household income**

Means tested benefit

- Income-based Jobseeker's Allowance
- Income related Employment and Support Allowance
- Pension Credit - Guarantee Credit
- Pension Credit- Savings Credit
- Child Tax Credit
- Working Tax Credit
- Housing Benefit
- Universal Credit
- Child benefit** (subject to income caps and composition). See max household income table

Household income

Single Claimant:

- 1 Child (up to age 18)
- 2 Children (up to age 18)
- 3 Children (up to age 18)
- 4 Children (up to age 18)

Qualifying max. household income:

- £19,900
- £24,800
- £29,600
- £34,500

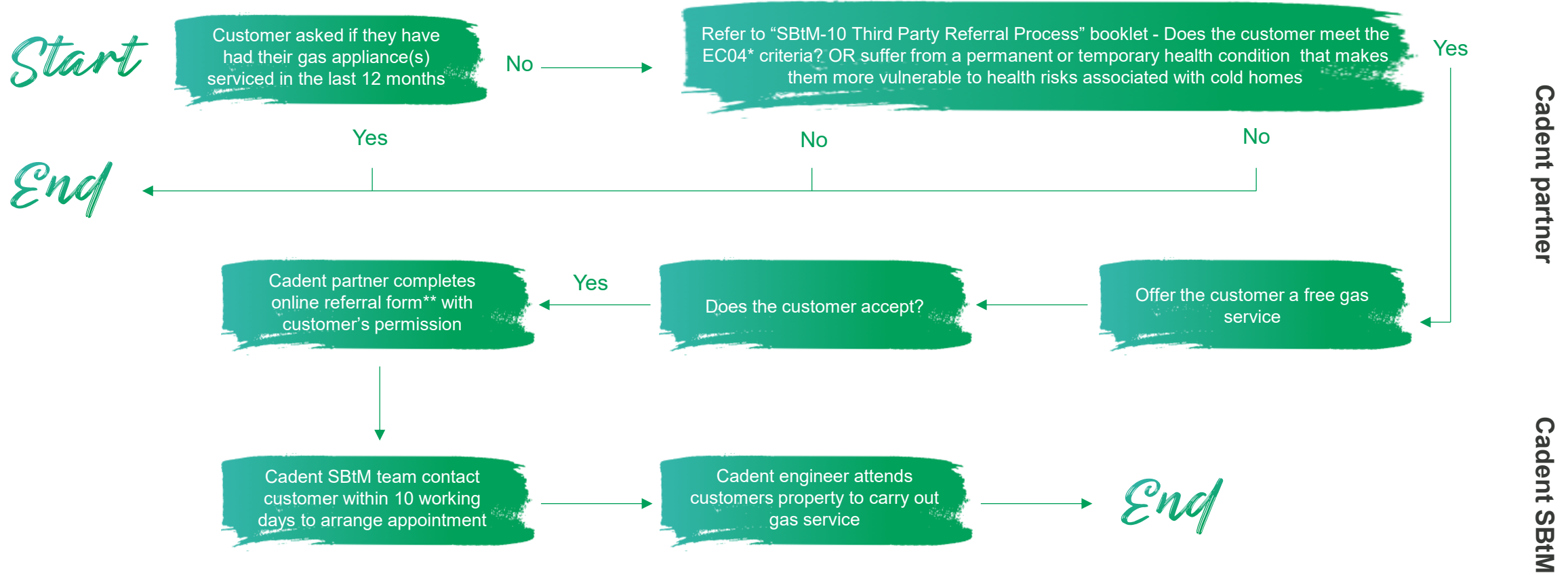
Member of a couple:

- 1 Child (up to age 18)
- 2 Children (up to age 18)
- 3 Children (up to age 18)
- 4 Children (up to age 18)

Qualifying max. household income:

- £27,500
- £32,300
- £37,200
- £42,000

Cadent partner referral process



Making a referral

The gas service referral form should be completed and submitted using the following link: [Referral for Services Beyond the Meter](#)

Upon submission of the referral form, let the customer know that they should expect a call within 10 working days, Monday to Friday 08:00am – 16:30pm, or at our earliest convenience through our best endeavors.

Referral for Services Beyond the Meter

This referral form is for sole use by Cadent, sub-contractors and its partners working on behalf of Cadent. Please note this form is now for all networks please ensure you populate all the required cells, if you have any issues or concerns please email box.servicesbeyondthemeter.customercare@cadentgas.com

Referrer Details

Referral Source*

First Name*

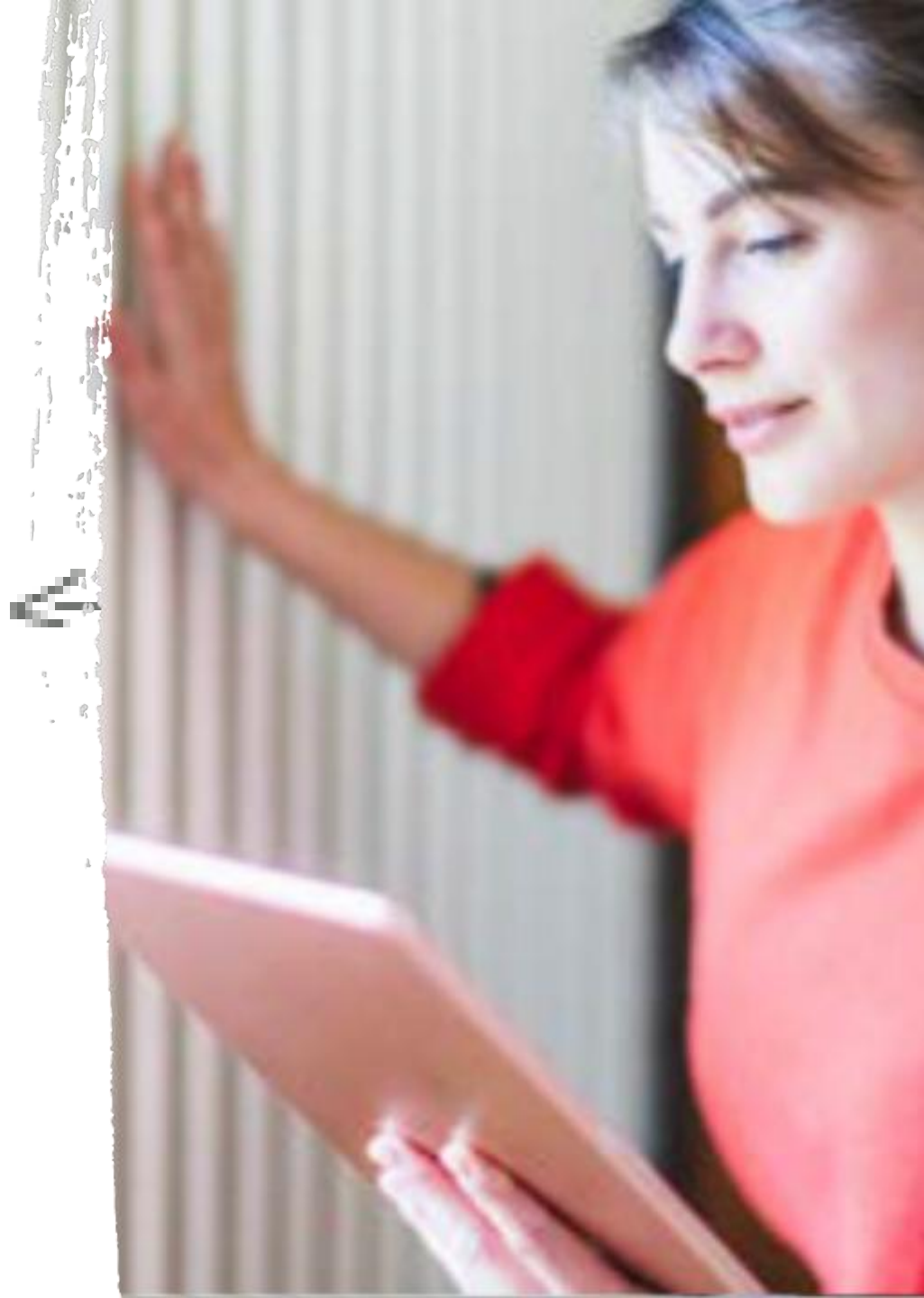
Last Name*

Referrer's Contact Number*

Referrer's Email Address*

Details about the person being referred

Client's Title*



Key Contact

For questions or enquiries contact the **Services Beyond the Meter Team:**

servicesbeyondthemeter@cadentgas.com

