



**Cadent**

Your Gas Network

# Transforming experiences

Customers. Communities.  
Colleagues.

Our Plan highlights  
2021-2026  
**West Midlands**

# 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

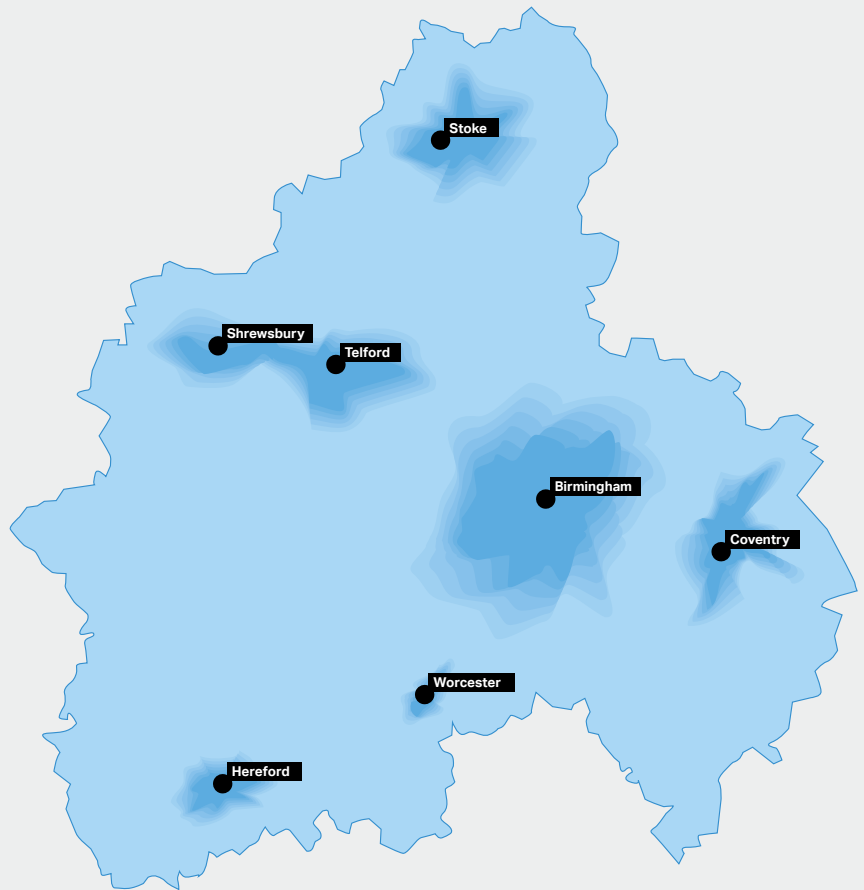
Gas suppliers pay us to transport their gas to your home. You pay for the work we do through your gas bill. Although it comes from your gas supplier, our costs are included and make up about 20% of the overall bill.

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.

### West Midlands

Our West Midlands network is centred on the UK's second largest metropolitan area of Birmingham and includes a number of smaller urban areas.

The individual nature of each urban area ranges from towns like Telford, a fairly new town with relatively new network assets, to Stoke-on-Trent, which has a significant proportion of steel mains to negate the effects of ground movement due to historical mining activities. This level of new infrastructure means our resourcing model is less focused on reactive workload and more on maintenance activities.



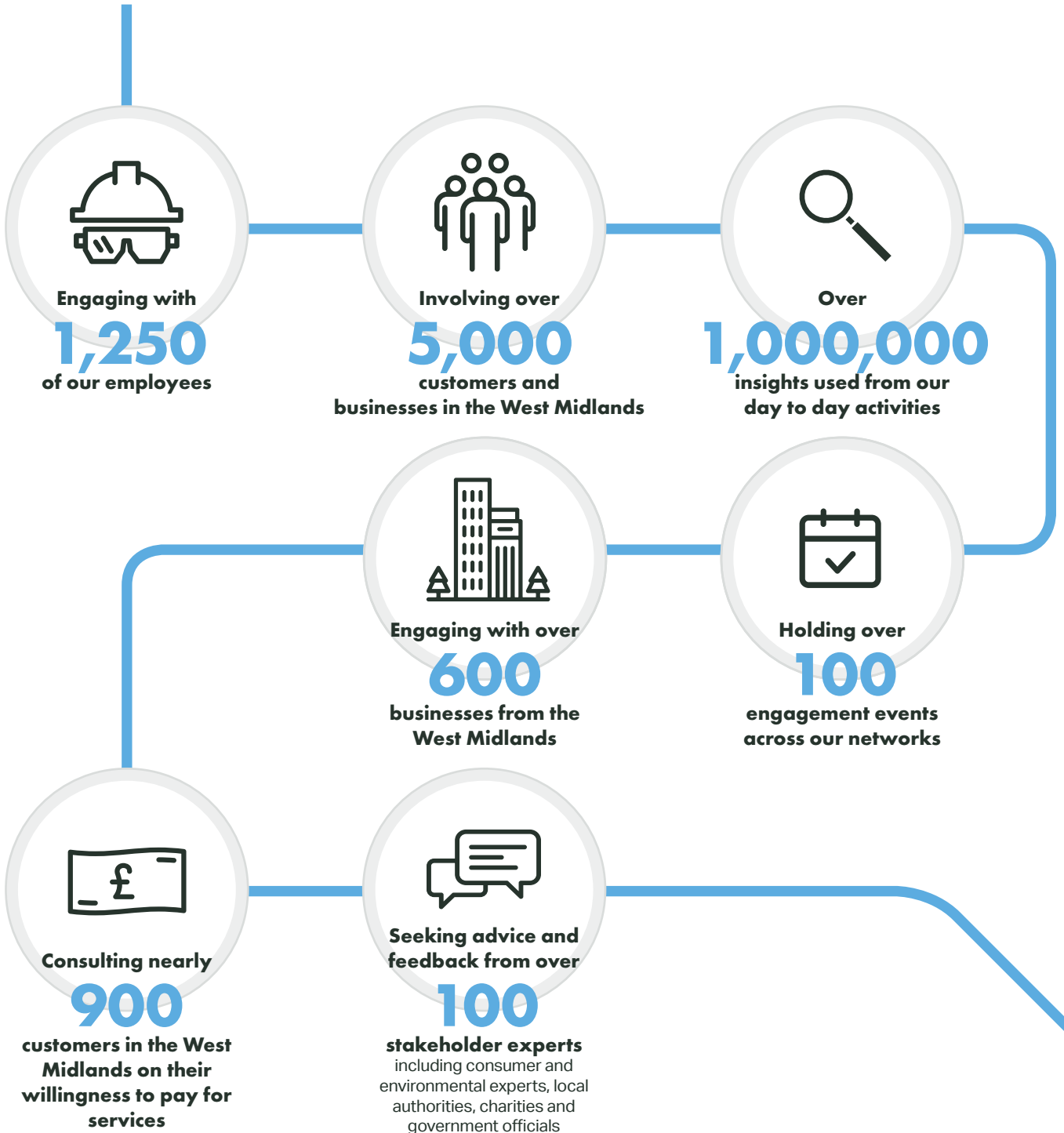
### National Gas Emergency Service

**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 did.

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.



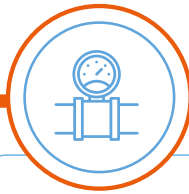
### Tackling climate change

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 £143 million each year to maintain a reliable gas supply that keeps our customers, communities and employees safe in the West Midlands.

# Delivering our commitments in your region



## Case study: West Midlands – we are investing

We will significantly increase the number of assets we proactively repair and maintain that bring gas to homes in multi-storey buildings. We will be investing nearly £17 million in the West Midlands for this work. This will reduce the likelihood of customers living in these homes experience a loss of gas supply.



## Case study: Fuel poor interventions in the West Midlands

We are committed to supporting people living in our networks who are living in fuel poverty and we have already started to do so in the West Midlands.

We are working with our partners, Affordable Warmth Solutions (AWS), on the Staffordshire warmer homes initiative, which is being managed and delivered by Staffordshire County Council through the Warm Homes Fund.

The initiative delivers fully funded first-time central heating systems to eligible homes across Staffordshire. The scheme is available to those who claim benefits/tax credit, have low or no income, are disabled, elderly or have very young children.



## Case study: Renewable fuel for Birmingham

We are enabling CNG Fuels to build a public access filling station at our National Distribution Centre in Birmingham, which is due to be complete in early 2020. Using renewable biomethane instead of fossil fuel delivers an 80% saving in carbon dioxide emissions.





## 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 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 the distance between Birmingham and Calais."**

**308km** per year in the West Midlands



We will continue to **respond to gas emergencies** within an hour of them being reported to us, 97% of the time (average arrival time of 35 minutes)



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 nearly **£17 million to enhance the efficiency** of our assets which supply multi-storey buildings in the West Midlands. This will reduce the likelihood of supply interruptions and get customers living in these buildings back on gas much quicker where interruption is unavoidable



We will use **innovative technology** to keep the energy flowing and **minimise disruption** and road congestion caused by our works



## A quality experience

For all our customers, stakeholders and communities

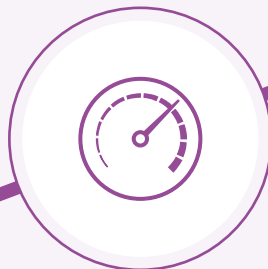
You'll probably never need to contact us directly, but if you do, **we're committed to providing an outstanding experience.** That's why we're putting new standards in place to measure and significantly improve our service levels across all our customer journeys.

**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.

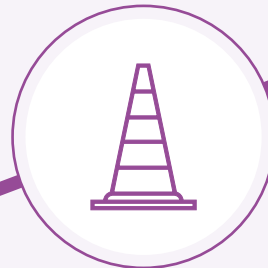
**We are transforming our organisation to put our customers at the heart of all we do, creating 28 regional delivery units**



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** by providing **better road work information**, and **work with other utilities** when planning our activities to avoid 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 540,000 carbon monoxide alarms to homes within the West Midlands through partnerships with NHS Trusts and the Fire and Rescue Service."**



We will extend support and **help our customers in their homes, by forming partnerships** with charities, other Gas Safe Registered organisations, NHS Trusts and the Fire and Rescue Service to go beyond the boundaries of our network



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 **360,000 customers living in the West Midlands** 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 support 8,700 households living in fuel poverty in the West Midlands by providing a free gas connection, in-house interventions and income and energy advice."**





## 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 provide flexible capacity for **clean gas resources** such as **biomethane**



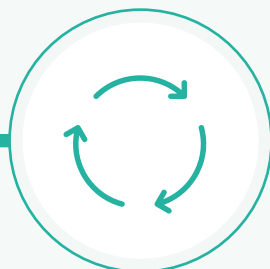
We will buy **zero emissions** emergency response vehicles across the West Midlands



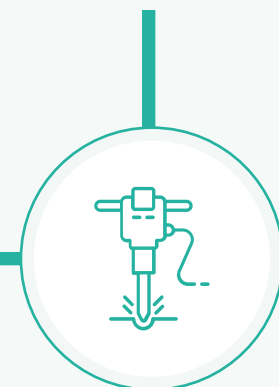
We will reduce leakage of gas from our pipes by **12-16%** by 2026



**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 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



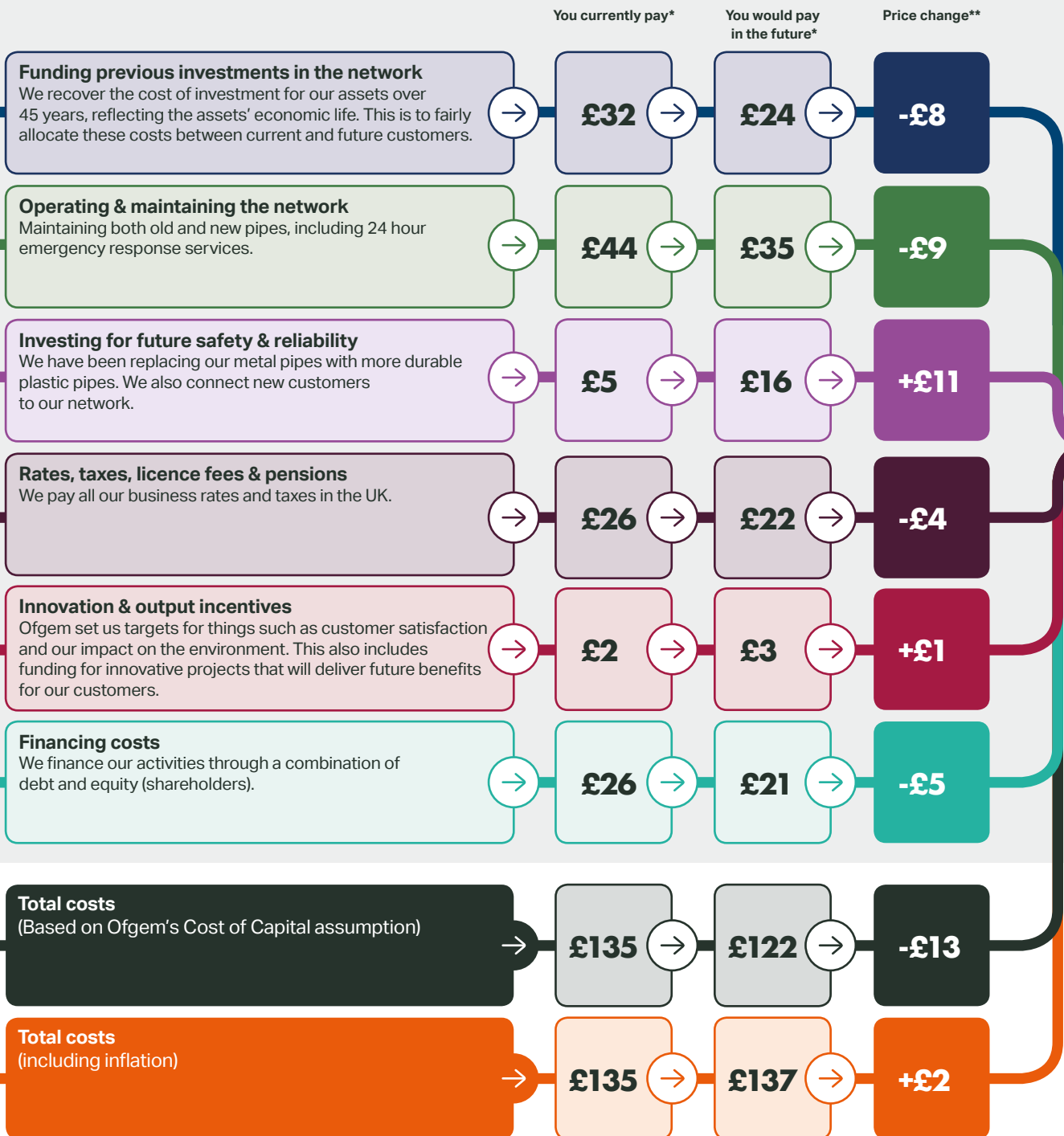
We will give back to our communities by supporting **over 2,500 colleagues in volunteering activities**

# Providing you with more value for less

You will receive a gas bill from your gas supplier which is on average £640\* per year. Your bill is made up of different charges. Your supplier currently charges you on average £128 per year for the services 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 10% (£13\*\*) by driving efficiency savings through innovation, competition and transforming our organisation.

## Our services cost just 33p per day as part of your future gas bill\*\*



\*Assuming your average annual gas bill is £640

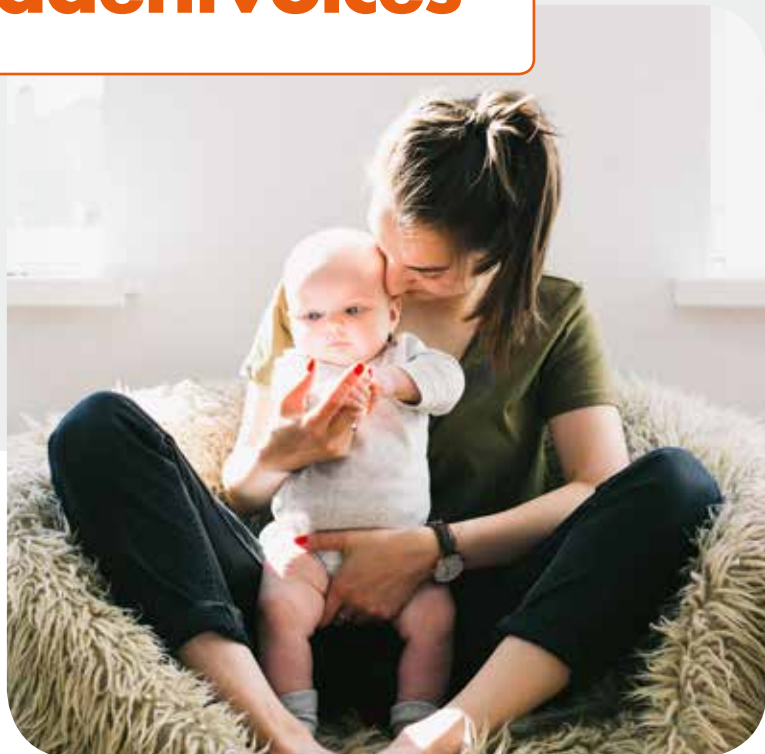
\*\*Excluding inflation

# 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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