

**Your guide  
to staying  
*Safe, warm  
& connected***



# Meet your trainer:

# X





# Welcome to new team member training:

*Today you will learn more about the following...*

# Carbon Monoxide

**What are the  
signs and  
symptoms?**



# *Energy Awareness*

**Fuel poverty and  
reducing energy  
consumption**



# *Priority Services Register - PSR*

**What it is, its services and how to apply**



# What we'll be covering:

## 1. Carbon *monoxide*

- ✓ Understanding CO
- ✓ Knowing the **signs and symptoms**
- ✓ How to **stay safe** from CO
- ✓ How to **structure your conversation**

**Timing:** 15 mins

## 2. Energy *awareness*

- ✓ Understanding **Fuel poverty**
- ✓ Understanding **heat loss and Insulation**
- ✓ How to **reduce energy consumption**
- ✓ **Using H.I.V.E.** to improve awareness

**Timing:** 15 mins

## 3. Priority *service register*

- ✓ Understanding the **PSR**
- ✓ Knowing the **PSR services and benefits**
- ✓ **PSR eligibility and how to register**
- ✓ Understanding **consent**

**Timing:** 15 mins

## 3. Services *beyond the meter*

- ✓ Understanding **SBtM**
- ✓ The partners **referral process**
- ✓ How to **make a referral**
- ✓ **SBtM eligibility criteria**

**Timing:** 15 mins

**Total:** Approx. 1 hour 15 mins  
(including Q&A)

- There will be a section for **questions at the end of the presentation**

1.  
**Carbon**  
*Monoxide*



# What is Carbon Monoxide?

Carbon monoxide is produced when fuels including gas, oil, coal or wood don't burn properly. All gas appliances can cause carbon monoxide including free-standing gas heaters, gas cookers and gas fires.

Faulty gas appliances can release carbon monoxide which is a colourless, odourless and tasteless gas, so it's difficult to detect. Exposure to carbon monoxide can be very harmful.



## Who is at risk?

Carbon monoxide is harmful and potentially fatal. It can affect anyone, so it's important to know the signs and symptoms to look out for.

## Signs to look out for:



### Floppy flame

Gas flame appears 'floppy' and burns orange or yellow rather than mostly blue



### Soot & staining

There is soot or yellow-brown staining on or around an appliance.



### Unreliable pilot light

Pilot light frequently blows out



### Smoke or condensation

You see or smell smoke or have excessive condensation in the room where you have the gas appliance

# Symptoms of *CO poisoning*

It's worth remembering the symptoms are similar to viral infections or tiredness, so try not to panic. However, **call your doctor if you experience the following:**



## Symptoms of CO poisoning:

If your symptoms lessen  
when you go outside,  
it could be CO Poisoning



**Headaches**



**Dizziness**



**Collapse**



**Breathlessness**



**Nausea**



**Loss of Consciousness**

## What should I do if I suspect a Carbon Monoxide leak?

*Open*

1.  
Open all doors  
and windows

*Move*

2.  
Move outside  
into fresh air

*Call*

3.  
Call FREE on  
0800 111 999

**Call the  
National Gas  
Emergency  
Service FREE.  
It's available  
24 hours, 365  
days a year.**

Our experts will tell  
you what you need  
to do until an  
engineer arrives.

## The steps to stay safe

*Clean*

1.  
All chimneys  
thoroughly  
every year

*Service*

2.  
Your boiler  
using a Gas  
Safe engineer  
annually

*Check*

3.  
You have  
working CO  
alarms\*

Only 45%  
of homeowners  
have a working  
audible CO  
alarm \*\*

Only 51%  
of homeowners  
have their  
appliances serviced  
annually \*\*

# What is Carbon Monoxide?



# Structuring your *conversation*

We will run through an example of a conversation with your audience.

# How to structure your conversation summary

## Tips and key points to discuss:

*Ask*

*Discuss*

*Explain*

*Check*

1.

**What they know about CO ...**

...To help you gauge their understanding.

2.

**The key steps...**

...Customers should take to keep themselves and people they live with safe.

3.

**The key dangers of CO poisoning...**

...What the symptoms are and how can they keep safe.

4.

**If they are likely to tell anyone else...**

...CO poisoning is still relatively unheard of, so help spread the message.

# Let's recap what *we have learnt...*

Q

How might a gas hob appear if CO may be present?

Gas flame appears 'floppy' and burns orange or yellow rather than mostly blue.

Q

Who is most likely to be at risk from CO poisoning?

Anyone and everyone can be a risk.

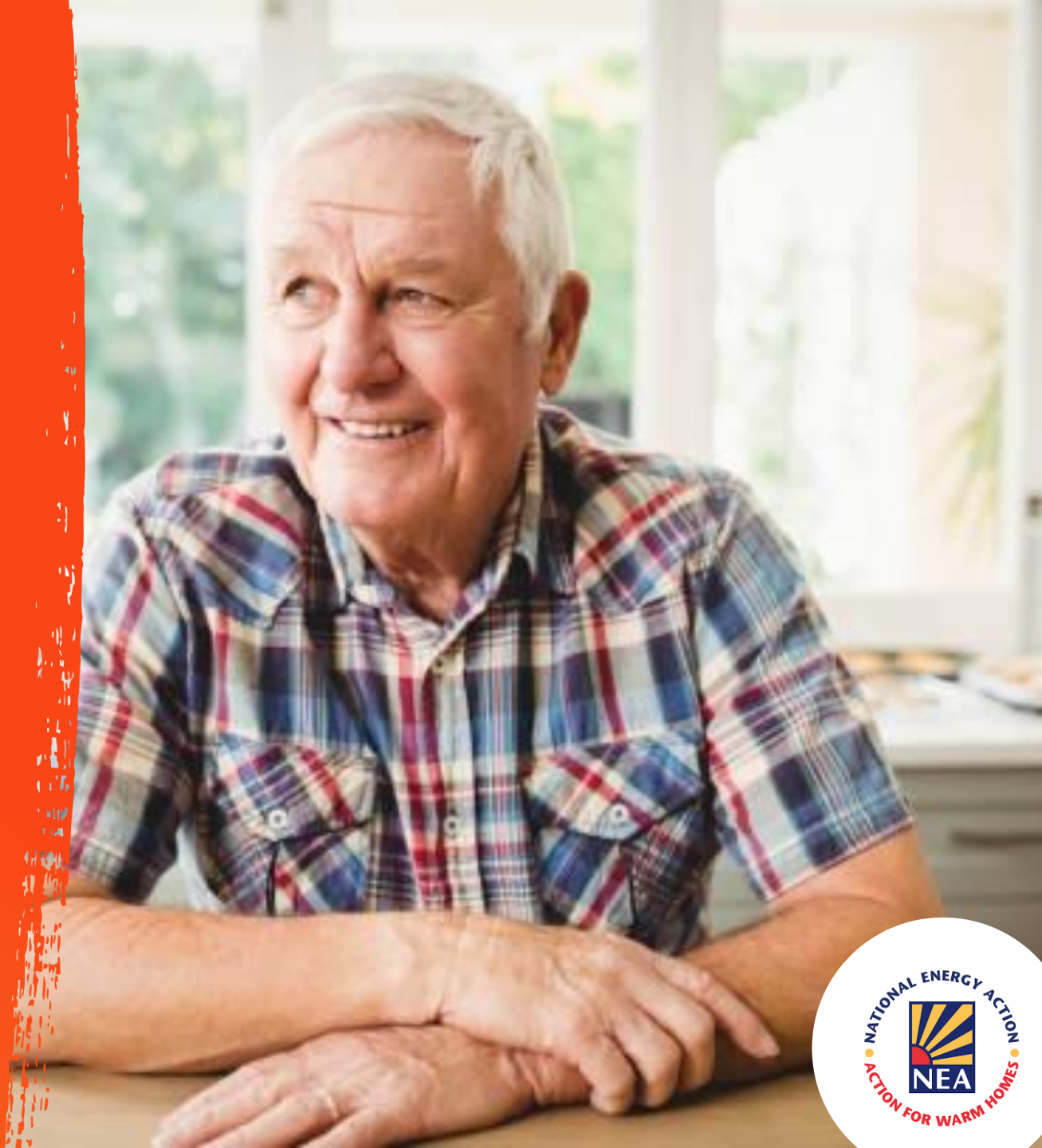
Q

Who should you call if you suspect CO poisoning is occurring?

Call the National Gas Emergency Service FREE on **0800 111 999\*** immediately.

2.  
**Energy**  
*Awareness*

**A little energy**  
*can save a lot*



## What is Fuel Poverty?

Low Income High Costs (LIHC) / Low Income Low Energy Efficiency (LILEE)

If a household spends more than **10% of its income** on fuel costs and if the remaining household income is insufficient to maintain an adequate standard of living.

Where are the main costs for energy used in the home?\*



**83%**  
for heating



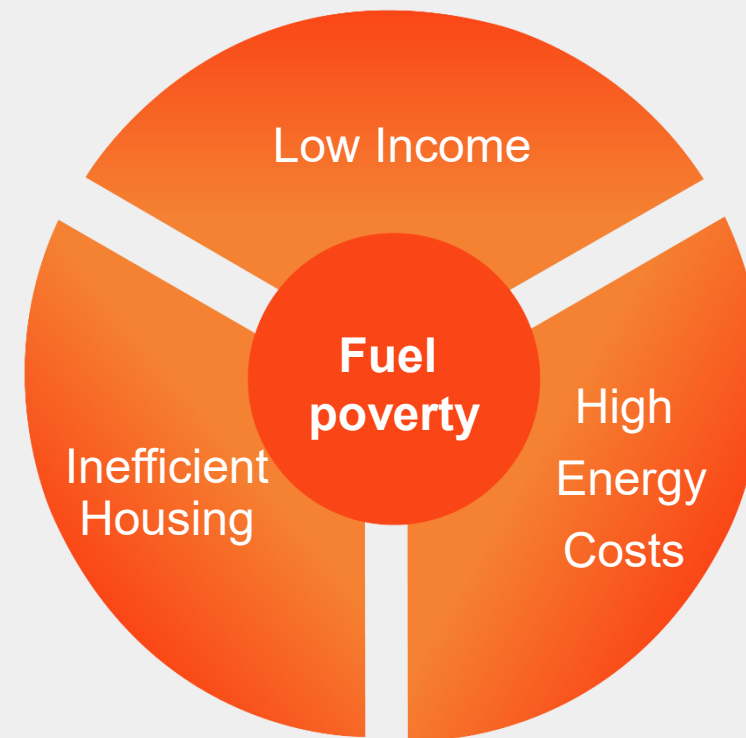
**22%**  
for hot water



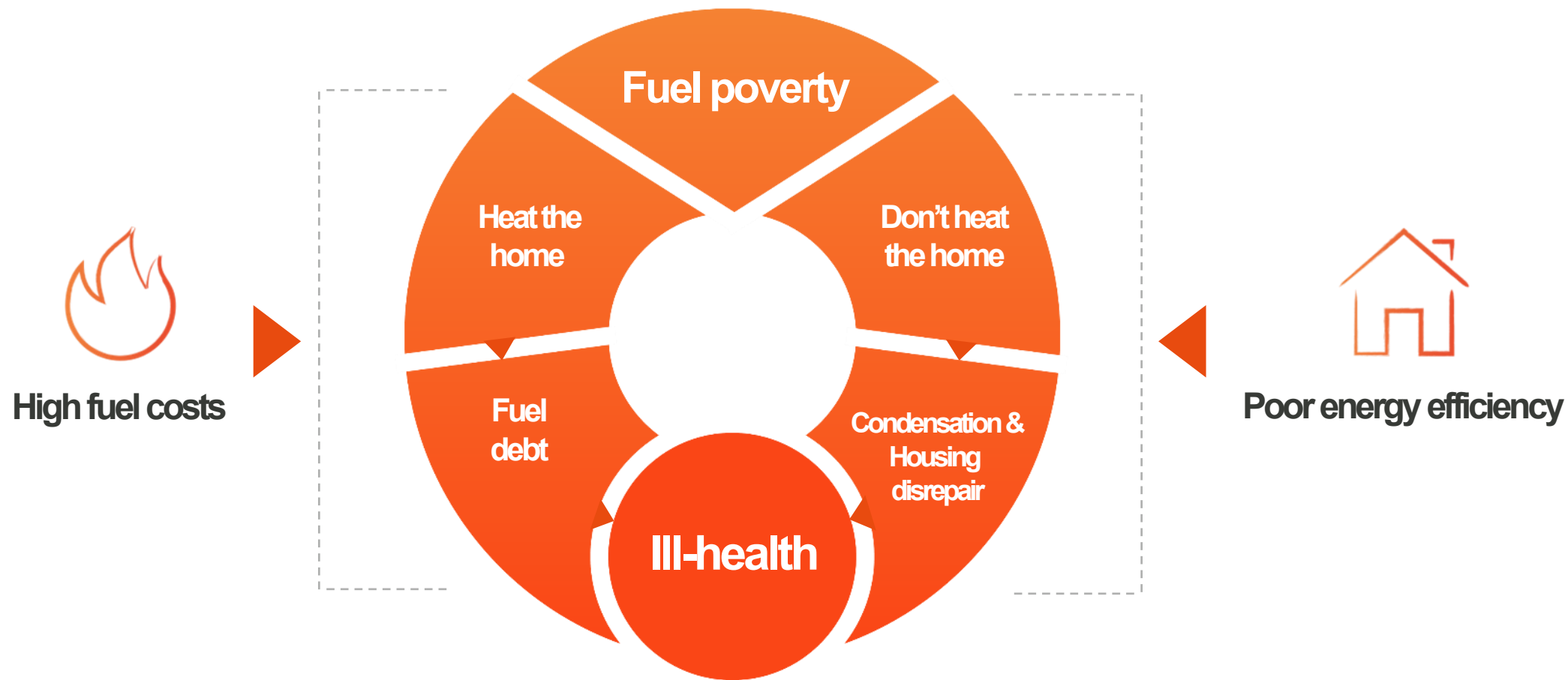
**63%**  
space heaters



Living in cold and damp conditions can have serious lasting effects on health and wellbeing



# How fuel poverty causes ill health





Remember  
**H.I.V.E**

# Poor energy efficiency

*No*  
**Heating**



**Damp, warm air**  
moves towards unheated rooms

*Bad*  
**Insulation**



**Vapour laden air**  
Changes into droplets when in  
contact with cold surfaces

*Poor*  
**Ventilation**



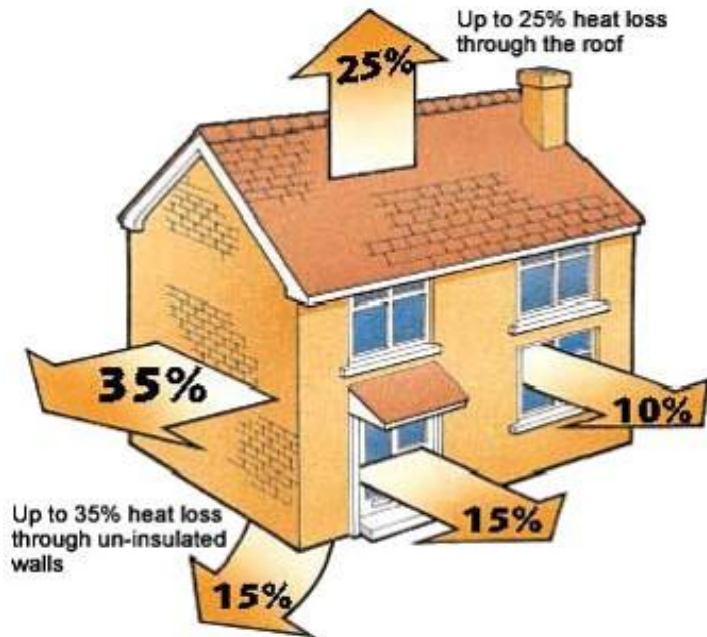
**Caused by**  
Closed windows, no extractor fans,  
internal doors remain open

*Creating*  
**Excessive**  
moisture



**Produced by**  
Cooking, bathing,  
drying clothes, bottled  
gas heaters

# Heat Loss and Insulation



## Energy efficiency rating

	Current	Potential
92-100 <b>A</b>		
81-91 <b>B</b>		85
69-80 <b>C</b>		
55-68 <b>D</b>		
39-54 <b>E</b>		
21-38 <b>F</b>	35	
1-20 <b>G</b>		

Not energy efficient – higher running costs

# H.I.V.E

## Improve Heating



Adequate whole house heating



Setting times and temperatures



Efficient use of controls



Good controls / appliances



Warming up / Cooling down



Remember  
**H.I.V.E**



# H.I.V.E

## Other Areas of Insulation

- ✓ Floor insulation
- ✓ Flat roof insulation
- ✓ Cavity wall Insulation
- ✓ Loft insulation
- ✓ Solid wall external insulation
- ✓ Solid wall internal insulation
- ✓ Secondary/ double glazing



# H.I.V.E

## Controlling **V**entilation



**Trickle vents**



**Close doors**



**Open windows**



**Use extractor fan**  
(humidistat controlled)/cooker hood



Remember  
**H.I.V.E**

# H.I.V.E

Reduce **E**xcessive moisture



Do not use  
bottle gas  
heaters



Dry clothes outside  
or use a dryer vented  
to the outside



Put lids on  
pans



Remember  
**H.I.V.E**

## Ways to save



### LED light bulbs

Switch to LED light bulbs



### Switch off

Switch off your appliances  
when not in use



### Draft proof

Draft proof windows and doors



### Put a lid on it

Always put a lid on your  
pan when cooking



### Turn it down

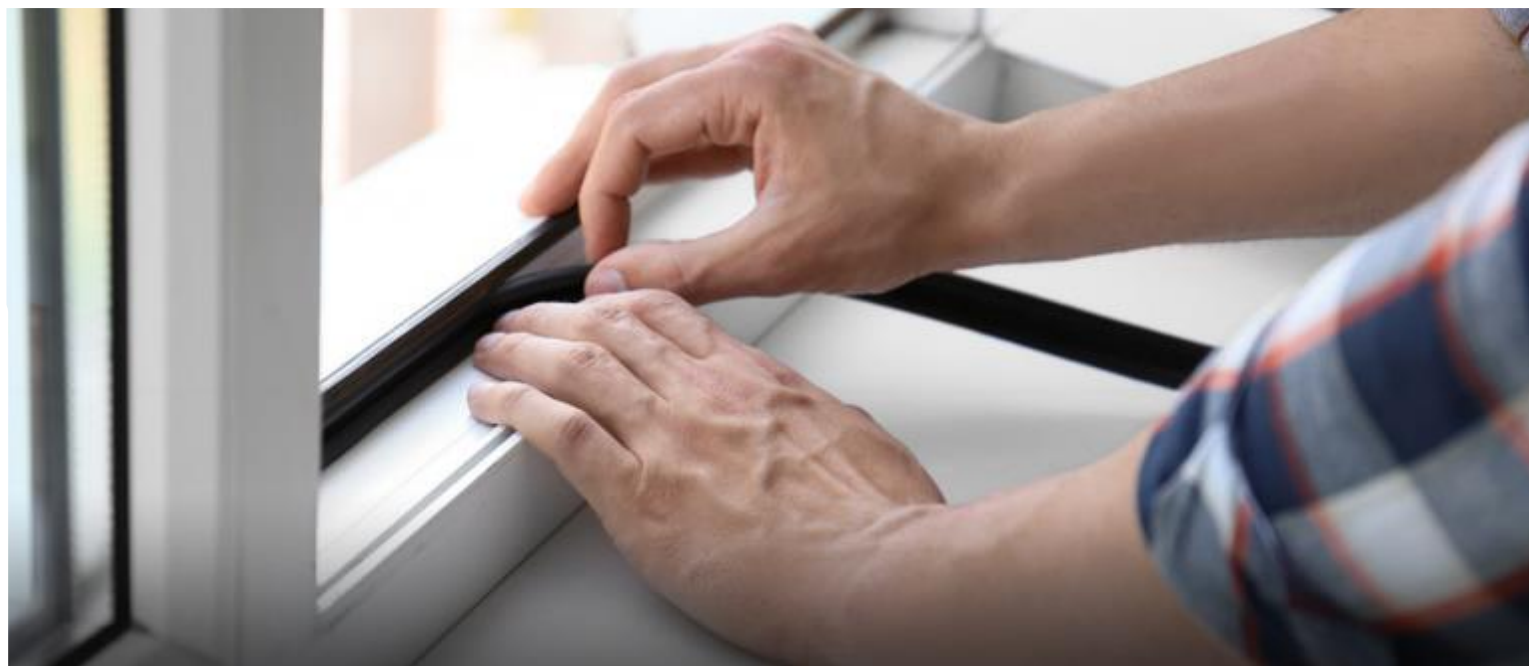
Turn down your thermostat  
– even just one degree can make a saving



### Change your methods

Use alternative appliances such as slow  
cookers or air fryers

# Draughtproofing windows and doors



# A Little Energy Can Save a Lot



# Let's recap what *we have learnt...*

Q

How can you **improve your heating?**

---

**There are many ways including efficient controls and setting times and temperature**

Q

Do **slow cookers** use more or less energy?

---

**Slow cookers and air fryers use less energy**

Q

What percentage of energy in the home is **used for heating?**

---

**83% of energy is used for heating**

3.  
**Priority**  
*Service*  
*Register*



# What is Priority Service Register (PSR)?

- **The Priority Service Register (PSR)** is a free support service for customers in vulnerable situations. This is an industry wide register, which supports energy companies to better look after customers who have additional communication, safety or access needs.
- **The customer should be made aware** that you are registering them on the PSR and that their information will be shared between gas, electricity and water networks, suppliers and meter operators.
- **It is a license condition and a key priority for our regulator.** Cadent has a commitment to having 2 million direct conversations over a 5-year period.
- **PSR allows us to keep customers safe, warm and independent** within their home.



## Who is eligible?

Customers in potentially vulnerable situations. This can include people of a pensionable age, pregnant people or with children under five. Or people with a mental or physical health condition.

# Benefits of PSR

What are the benefits?



## Supports a 'proactive approach'

If you know of any additional needs in advance of your interaction with the customer, you are more likely to be able to prepare and respond in their best interests



## Provides alternative facilities

for cooking and heating in the event of an interruption



## Priority reconnection

in the event of an interruption



## Knock and Wait service

can be arranged if the customer struggles with getting to the door



## FREE Gas Safety Checks

for anyone who is registered on the PSR and a homeowner – make use of this great service



## Free meter moves

If a customer has difficulty accessing or reading their meter, a free meter move may be offered



# Eligible customers and how to register

## 1. Personal *disability*

They have poor mobility, hearing, sight, smell, speech or language impairment

## 2. Family *situation*

They are pregnant, have children under the age of five or draw a pension

## 3. Mental Health *condition*

They have a mental health condition or developmental condition such as autism, or need someone to be present with them

## 4. Serious *illness*

They have a chronic or serious illness, or are dependent on medical equipment including oxygen

## 5. Life *changes*

They have temporary life changes such as post-hospital recovery or bereavement

### Customers can register by:

1. **Contacting** their supplier
2. **Registering through the Cadent website** (using the QR code above)
3. **The PSR - The Priority Services Register (PSR)** is a free UK wide service which provides extra advice and support, including when there's an interruption to your electricity or gas supply - PSR

# What is *consent?*

- **An 'opt out' system.** The customer needs to be made aware you are registering on their behalf
- **Information is shared across the energy industry,** but only to support in providing alternative heating/cooking and share the benefits PSR has to offer
- **Charities are only informed when emergencies arise,** and their involvement is necessary
- **Data is never used for marketing purposes** and data will not be shared if asked for, as this goes against our privacy policy

# The Priority Service Register

Register today at  
[cadentgas.com/psr](https://cadentgas.com/psr)

when you need it.



# Let's recap what *we have learnt...*

Q

Name some people who may be **eligible for PSR** ?

**Pregnant, young children, disability, illness or life changes**

Q

What happens if a customer struggles to **get to the door**?

We offer a **'knock and wait'** service if needed

Q

What if a customer has difficulty accessing or **reading their meter**?

A **free meter reading service** may be offered

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

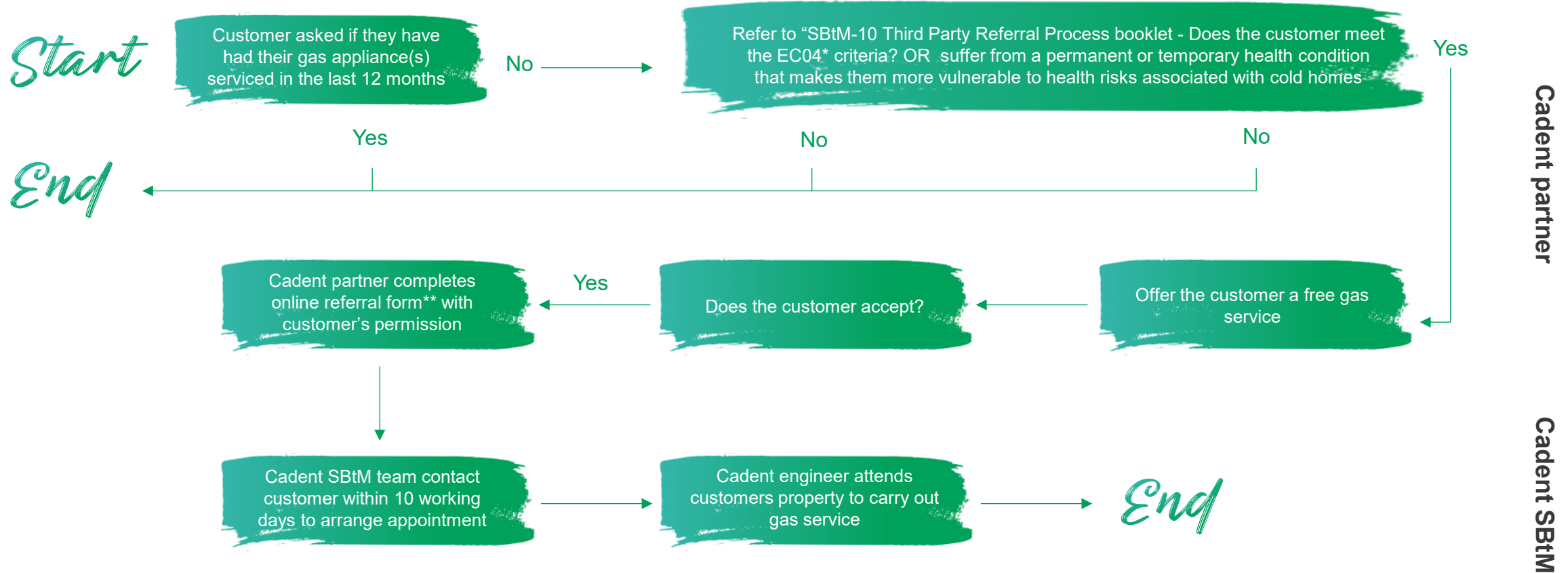
### Member of a couple:

- 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](mailto: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\*



# Q&A

Your opportunity to ask us any questions you may have on these topics.





**Thank you**