

# Customer Code of Practice

Updated July 2022  
Version 7



# Our Customer Code of Practice

The Customer Code of Practice details when and how we might contact you, and how you can contact us should you have a question or complaint about our services.

A copy of this document can be made available in alternative formats upon request.

If you would like to contact us for any reason, we have listed all the ways you can do this on page 22.

We own and operate the gas distribution networks in the North West, the Midlands, East Anglia and North London.

- North West
- West Midlands
- East Midlands
- East of England and
- London

**Cadent**  
Your Gas Network



# About Cadent

**The gas distribution business is responsible for looking after 82,000 miles of pipeline and delivers gas to around 11 million domestic, industrial and commercial customers.**

We provide the National Gas Emergency Service. This is open 24 hours a day, 365 days a year, and emergency calls are free of charge.

Safety is our top priority, and we are responsible for attending to all reported gas emergencies inside or outside of your home or business in our distribution area.

We will only send trained representatives to your home.

## **Cadent do not sell gas.**

It is our responsibility to make sure that gas is piped to you in a safe and efficient way.

If you have any questions about:

- Buying gas
- Your gas bill
- Your gas meter reading
- Problems with your gas meter

You should contact your gas supplier to discuss these further.

You will find their telephone number on your gas bill or statement.

**If you smell gas, telephone the National Gas Emergency Service free of charge on 0800 111 999. \***

**If you are hearing impaired and use a Minicom, you can contact us on our Minicom line on 0800 371 787.**

**Please ensure you tell our Advisors if there are any vulnerable circumstances that we need to be aware of.**

**If English is not your first language, we can provide an interpreter.**

**\* All calls are recorded for training and quality purposes.**

# Protecting your Personal Information

**Your privacy matters to us and we go to great lengths to protect it.**

As part of our commitment to deliver an outstanding service, when you contact us, we'd like to make a note of your name, telephone number and/or email address. This means we can stay in touch with you to keep you updated. It can also help if you need to contact us with any questions.

If you prefer not to provide us with your contact information we completely understand.

It is your right not to do so.

Data privacy is very important to us so any contact details and other personal information you provide will only be used by us to help ensure that we deliver you an effective and efficient service.

Your information will not be used for marketing purposes, and will only be shared with third parties in exceptional circumstances.

**You can find more information around our privacy policy on our website:**

**[cadentgas.com/privacy](https://cadentgas.com/privacy)**

# Dealing with Gas Emergencies

**If we visit your property, our representative will follow the Customer Code of Practice.**

If you are on your gas supplier's **Priority Service Register (PSR)** and we need to disconnect your gas, we will provide you with alternative temporary heating and cooking facilities.

We will also try to make sure that customers not on the PSR have temporary heating and cooking facilities where possible.

\* Further information on the PSR is provided on pages 10 & 11.

When we visit, if our representative has been informed there are vulnerable circumstances, we will take these into consideration during any work and every effort will be made to ensure there is minimal disruption and you are kept safe until the work is completed

**If you haven't already informed us of any vulnerable circumstances, and any of the following applies, please ensure our representative on site is informed.**

- You are disabled
- You have a chronic (long-term) illness
- You are of pensionable age
- You live with someone that is disabled, chronically ill or of pensionable age

# Street Works

**We will try to use the most up-to-date techniques to help keep disruption to a minimum when we are carrying out essential maintenance or repair work.**

We will:

- Give you at least 7 working days notice of any mains or service replacement work in your road
- Park all vehicles and machinery safely, to avoid obstructing your road and driveway
- Let you know before we start work if we have to excavate across access roads or driveways
- Leave the site in a safe and tidy condition at the end of the working day
- Act professionally and politely at all times

**If we do not meet our Standards of Service while we are working near your home, we will pay you compensation.**

**You can find out more about compensation on pages 15 – 18.**

# Entering your Home

**Sometimes, we may need to visit your home to inspect or maintain gas equipment on your property, deal with a report of a gas emergency or carry out work you have requested.**

We will ensure that everyone who works for us will:

- Go through our recruitment process which includes appropriate background checks
- Have the right qualifications and be fully trained to carry out their work
- Be polite and friendly at all times
- Give clear, accurate explanations using appropriate and sensitive language and respect your home or premises
- Use vehicles which have our, or our contractors, logo on them
- Wear our uniform with our logo
- Be able to explain how to contact the National Gas Emergency Service

**Our employees all carry an identity card which shows:**

- Company name
- Their own name
- A reference number
- A colour photograph of themselves

**On the identity card there is a telephone number for you to call to confirm their identity. We ensure that all employees give back their ID card when they stop working for us.**

# Personal Safeguarding

## Unacceptable behaviour towards staff

At Cadent, we believe that customers have a right to be heard, understood and respected.

We also believe that our staff have the right to work in a safe environment, free from abuse or harm caused by others.

In a small number of cases the actions of some customers or members of the public becomes unacceptable because they involve the abuse of our staff and/or our processes.

In the event of aggressive or abusive behaviour towards our staff, we reserve the right to: ask the customer/member of the public to stop their unacceptable behaviour; end telephone calls/meeting/jobs; notify the police and take any other action that we consider appropriate in the circumstances.

A demand becomes unacceptable when it starts to impact excessively on the work of our staff and may, as a result, disadvantage other customers/members of the public.

We view unacceptable behaviour as including:

- Aggressive or abusive behaviour, and / or
- Unreasonable demands and / or
- Unreasonable levels of contact

We do not restrict aggressive and abusive behaviour to physical violence. We consider aggressive and abusive behaviour to include language (whether verbal – face to face or over the telephone – or written) that may cause our staff to feel afraid, threatened or abused and may include threats, personal verbal abuse, derogatory remarks and rudeness.



# Personal Safeguarding

Unacceptable behaviour in this regard may include: repeated contact by phone, email etc. about the same issue; demanding responses within an unreasonable timescale and a persistent refusal to accept an explanation or decision.

Where we view that there are unreasonable demands and/or unreasonable levels of contact, we reserve the right to: limit telephone contact to a set time of day and to a set member of staff; restrict contact to written correspondence only; refuse to deal with further correspondence (written or telephone calls); and take any other action that we consider appropriate to the circumstances.

We will, where possible, provide the customer or member of the public with the opportunity to modify their behaviour before taking any action and will notify the customer of any action proposed to be taken in response to unacceptable behaviour. Any action taken will be proportionate to the nature of the unacceptable behaviour and will take into account all of the circumstances.

We will not take any action that may endanger the safety of the customer or the wider public.

**We recognise that, in some circumstances, customers/members of the public may have mental health problems and/or other disabilities which make it difficult for them to express themselves and/or communicate clearly and/or appropriately.**

**We will deal with such situations sensitively, taking into account the individual needs and circumstances of the customer/member of the public and the safety and well-being of our staff.**

# Priority Service Register (PSR)

**Have you ever considered how you would manage if you lost your energy supply, even for a short time?**

Would you or a loved one benefit from extra support to keep you comfortable in your home if this happened?

Under the terms of their license, your gas and electricity supplier and your electricity Distribution Network Operator (DNO) must keep a register of customers who might need additional help. Its called a Priority Services Register (PSR) and is available to customers who need it including those who:

- Are of pensionable age
- Have poor mobility or are disabled
- Have additional communication needs (including customers who are blind or partially sighted, or deaf or have hearing difficulties)
- Are chronically sick (this includes having medical equipment that is dependant on electricity)
- Are families with children under the age of five

If you register on the PSR, you may receive a number of useful, free services tailored to your needs. These could include:

- Alternative facilities for cooking and heating if your gas supply is interrupted
- Advance notice if your electricity supply will be interrupted
- Bills can be sent to a relative, carer or friend

# Priority Service Register (PSR)

**If you contact us and we feel that you, or someone in your household, may be eligible to be registered on the PSR we will offer to complete the registration for you.**

With your consent, your information will be kept and shared with your gas and electricity networks, suppliers and meter operators.

From just one interaction with us, all of your energy companies will be aware that you are registered on the PSR and can make adjustments that suit your individual needs when they contact you.

If your contact with us is over the phone, our Advisors will be able to help you register by asking a few questions, mainly to confirm your name, address and why you wish to register. If you speak face to face with one of our employees for example, (while we are working in your street) they will also be able to help.

Remember, you will need to provide your agreement to be registered, before we can do this on your behalf.

Alternatively you can register yourself, either by filling out the Priority Service Register form on our website, or by contacting your energy supplier directly.

Once your registration has been processed you will receive a welcome letter in the post from your electricity Distribution Network Operator.

This will include:

- Instructions explaining how to set up a password if you want one
- How to set a nominated contact if you want one

You can find out more about the Priority Service Register on our website:

<https://cadentgas.com/help-advice/supporting-our-customers/priority-services-register>

# Customer Satisfaction and Complaints

**If you are not satisfied with the service we have provided please let us know.**

If you would like to contact us for any reason, we have listed all the ways you can do this on page 19 (Contact Us at Cadent) so please get in touch.

Please provide us with as much information as possible, such as address, dates, reference numbers and your contact details so we can deal with your enquiry or complaint as quickly as possible.

**Your feedback is important to us and we use it to improve our services.**

# What we will do to put things right

**We treat all complaints seriously and confidentially. We will handle your complaint in a polite, quick and straightforward way.**

We aim to investigate your complaint fully and give you a detailed response within 5 working days of receiving it.

If we cannot investigate your complaint fully within this time, we will give you details of when you can expect a response and will keep you informed of our progress.

If we need to take action to put things right, we will try to do this quickly.

If we do not meet our Standards of Service when providing you with a service, we will pay you compensation.

You can find out more about this & all Compensation payments on pages 15-21.

If we need to visit you to respond to your enquiry or complaint, we will get in touch with you to arrange an appointment.

## Standards of Service

We are required to meet a number of Standards of Service that are set by the Office of Gas and Electricity Markets (OFGEM).

They include:

- Restoring your gas supply after an unplanned interruption
- Returning your home or premises to the condition we found them in, after any work that we carry out
- Responding to complaints in a timely manner

# Independent Review and the Energy Ombudsman

## Independent Review

**You may not always be happy with the way we deal with your complaint.**

If this is the case, you can get in touch with the Citizens Advice Consumer Service, an independent consumer organisation.

They will be able to tell you what your rights are and what you can do to take your complaint further.

You can contact them in the following ways.

Call on: 03454 04 05 06

Visit: [citizensadvice.org.uk/consumer\\_service](https://citizensadvice.org.uk/consumer_service)

## Energy Ombudsman

The Energy Ombudsman decides on complaints about services we provide as a gas transporter to domestic properties and some small businesses.

They will study your complaint, make a final decision and let you know what they have decided.

The Ombudsman is not able to help you unless you have gone through our complaint's procedure first.

By law we have to accept the decision of the Ombudsman.

If we have taken longer than 8 weeks to deal with your complaint, or we have written to tell you that we aren't able to resolve it, you can contact the Energy Ombudsman.

**You can contact the Ombudsman in the following ways.**

**Write to:**  
**Energy Ombudsman,**  
**PO Box 966,**  
**Warrington, Cheshire**  
**WA4 9DF**

**Telephone: 0330 440 1624**  
**Typetalk: 0330 440 1600**

**Website: [ombudsman-services.org/contact-us-energy.html](https://ombudsman-services.org/contact-us-energy.html)**

# Guaranteed Standards of Performance

The tables below are a summary guide to our Guaranteed Standards of Performance

ID	Guaranteed standard	Description	Compensation you would receive if we don't meet this standard
GSOP 1	Supply Restoration (Regulation 7)	GTs must restore customers' gas supplies within 24 hours following unplanned interruptions on their network.	Domestic customers: £65 Non-domestic customers (with annual gas consumption < 73,200kWh): £105 Further payments (of the same amount) for each subsequent 24 hour period during which the failure continues will be due. No cap.
GSOP 2	Reinstatement of customers' premises (Regulation 8)	Following the completion by a GT of work to a service pipe and any associated work to a distribution main where the pipe or main lies under or within the premises of a customer, the GT is required to reinstate those premises within 5 working days or 3 working days for priority domestic customers.	Domestic customers: £105 Non-domestic customers: £210 Further payments (of the same amount) for each subsequent period of 5 working days for regular customers, or 3 working days for priority domestic customers, during which the failure continues will be due.

# Guaranteed Standards of Performance

The tables below are a summary guide to our Guaranteed Standards of Performance

ID	Guaranteed standard	Description	Compensation you would receive if we don't meet this standard
GSOP 3	Priority domestic customers (Regulation 9)	<p>In the event of an interruption to the supply to the premises of a priority domestic customer, the GT must provide alternative cooking and heating facilities at the customer's premises.</p> <ul style="list-style-type: none"> <li>• where the GT has notified the customer of a service interruption, within 4 hours;</li> <li>• Where the interruption affects less than 250 customers, within 4 hours; and</li> <li>• Where the GT has not notified the customer of a service interruption and the interruption affects 250 or more customers, within 8 hours, of the start of the interruption.</li> </ul> <p>Where the interruption affects 250 or more customers and lasts longer than 48 hours, the GT should offer a hot meal and access to hot water every 24 hours.</p> <ul style="list-style-type: none"> <li>• For the provision of a hot meal, this should be offered to all priority domestic customers in form of hot food delivered to customers premises or made available by collection or a food voucher, or appropriate alternative.</li> <li>• For the provision of hot water, this should be for customers that meet Needs Codes 23 (medically dependent on showering) and 37 (water dependent for medical reasons).</li> </ul>	£50 every 24 hour during which the failure continues will be due, up to a cap of £525 per customer.



# Guaranteed Standards of Performance

The tables below are a summary guide to our Guaranteed Standards of Performance

ID	Guaranteed standard	Description	Compensation you would receive if we don't meet this standard
GSOP 4	Provision of standard quotations (Regulation 10(3)(a))	GTs are required to provide a standard quotation within 4 working days of receiving a request from a customer for a quotation for a new connection, or an alteration to an existing connection up to and including 275kWh per hour, or a disconnection up to 2 bar gauge with no site visit required.	£20 per working day Further payments (of the same amount) for each subsequent working day during which the failure continues will be due, up to a cap of £525 per customer [or the quotation sum, whichever is the lower].
GSOP 5	Provision of non-standard quotations (≤275kWh per hour) (Regulation 10(3)(b)(i))	GTs are required to provide a non-standard quotation within 11 working days of receiving a request from a customer for a quotation for a new connection, or an alteration to an existing connection up to and including 275kWh per hour, a diversion involving a single main not exceeding 75mbar of pressure and pipes less than 180mm in diameter, and other disconnections up to 2 bar gauge.	£20 per working day Further payments (of the same amount) for each subsequent working day during which the failure continues will be due, up to a cap of £525 per customer
GSOP 6	Provision of non-standard quotations (>275kWh per hour) (Regulation 10(3)(b)(ii))	GTs are required to provide a non-standard quotation within 21 working days of receiving a request from a customer for a quotation for a new connection, or an alteration to an existing connection exceeding 275kWh per hour, other diversions greater than or equal to 75mbar and a disconnection greater than or equal to 2 bar gauge.	£40 per working day Further payments (of the same amount) for each subsequent working day during which the failure continues will be due, up to a cap of £1050 per customer [or the quotation sum, whichever is the lower].

# Guaranteed Standards of Performance

The tables below are a summary guide to our Guaranteed Standards of Performance

ID	Guaranteed standard	Description	Compensation you would receive if we don't meet this standard
GSOP 7	Challenges to the accuracy of quotations (Regulation 10(3)(c))	GTs must refund any overcharge that has been paid by customers who receive and challenge (under the relevant GT's accuracy review scheme) inaccurate quotations for a new connection or the alteration of an existing connection.	Refund any overcharge. Cap and payments reflected by GSOPs 4, 5 or 6.
GSOP 8	Responses to land enquiries (Regulation 10(3)(d))	GTs must respond to a land enquiry in respect of a new connection, the alteration of an existing connection, a disconnection or a diversion within 5 working days.	£85 per working day Further payments (of the same amount) for each subsequent working day during which the failure continues will be due, up to a cap of: £525 per customer, for connections ≤275kWh per hour, or a disconnection up to 2 bar gauge with no site visit required £1050 per customer, for connections >275kWh per hour, or other disconnections or a diversion.
GSOP 9	Provision of dates for the substantial completion of work (≤275kWh) (Regulation 10(3)(e)(i))	Within 17 working days of receipt of acceptance of a quotation for a new connection or the alteration of an existing connection of up to and including 275kWh per hour, GTs must provide customers with dates for the commencement and substantial completion of the work.	£40 per working day Further payments (of the same amount) for each working day on which the failure continues up to a cap of £525 [or the contract sum, whichever is the lower].
GSOP 10	Provision of dates for the substantial completion of work (>275kWh) (Regulation 10(3)(e)(ii))	Within 20 working days of receipt of acceptance of a quotation for a new connection or the alteration of an existing connection exceeding 275kWh per hour, GTs must provide customers with dates for the commencement and substantial completion of the work.	£85 per working Further payments (of the same amount) for each working day on which the failure continues up to a cap of £1050 [or the contract sum, whichever is lower].

# Guaranteed Standards of Performance

The tables below are a summary guide to our Guaranteed Standards of Performance

ID	Guaranteed standard	Description	Compensation you would receive if we don't meet this standard
GSOP 11	Completion of work on the agreed date. (Regulation 10(3)(f))	GTs are required to substantially complete connections on the date agreed with the customer. A job is deemed to be substantially complete when the connection to the premises has been installed, commissioned and left safe.	See the conditions below.
		Up to and including £1,000	£40 The lesser of £420 or the contract sum
		Over £1000 but not exceeding £4000	The lesser of £210 or 5% of contract sum 50% of the contract sum
		Over £4,000 but not exceeding £20,000	£210 50% of the contract sum
		Over £20,000 but not exceeding £50,000	£210 £10,485
		Over £50,000 but not exceeding £100,000	£315 £18,875
		* Payments are due in respect of the initial failure and each additional working day on which the failure continues	

# Guaranteed Standards of Performance

The tables below are a summary guide to our Guaranteed Standards of Performance

ID	Guaranteed standard	Description	Compensation you would receive if we don't meet this standard
GSOP 12	Payments to customers under these GSOPs (Regulation 12)	<p>GTs must make any payment due to a customer under any of the Guaranteed Standards mentioned in this document within 10 working days.</p> <p>GTs can comply with this requirement by making the payment to the relevant shipper, provided that it does so in compliance with the terms of [standard condition 20] of the GT licence.</p> <p>GTs liable under GSOP1 for payments to a customer whose premises are not connected to its own pipe-line system are required to make those payments, or make payments to the GT whose pipe-line system is connected to the customer's premises for onward transmission to the customer, within 10 working days.</p> <p>GTs can comply with this requirement by making the payment to the relevant shipper, provided that it does so in compliance with the terms of standard condition 20 of the GT licence.</p> <p>GTs receiving payments from other GTs to be passed on to customers in respect of a failure under GSOP1 must pass this payment on to the customer within 5 working days. GTs can comply with this requirement by making the payment to the relevant shipper, provided that it does so in compliance with the terms of standard condition 20 of the GT licence.</p>	<p>£40</p> <p>No cap.</p>

# Guaranteed Standards of Performance

The tables below are a summary guide to our Guaranteed Standards of Performance

ID	Guaranteed standard	Description	Compensation you would receive if we don't meet this standard
GSOP 13	Notice of planned interruptions (Regulation 10A)	Where a GT intends to carry out planned maintenance or replacement work to its pipe-line system that will cause an interruption to the supply of customers' premises, it must give each affected customer no less than 7 working days notice of when the interruption is expected to commence and stating the need for the interruption.	Domestic customers: £40 Non-domestic customers: £105 No cap.
GSOP 14	Responding to complaints (Regulation 10B)	When a GT receives a written complaint or a verbal complaint to a specified customer service telephone number, it shall provide a substantive response within 5 working days. either because a site visit is required or because it needs to make enquiries of a person who is not one of its officers, employees or agents, it shall, within that 5-day period, write to the customer including the name, telephone number and address of the employee whom the customer can contact regarding the complaint. It shall state that a substantive response will be provided within 10 days of receipt of the complaint and it shall provide that response within the timescale.	£40 Further payments (of the same amount) for each subsequent period of 5 working days during which the failure continues will be due, up to a maximum of £210.

These payment levels are subject to indexation with CPIH rounded to the nearest £5. When payment levels are updated, these will be published on Ofgem's website and supersede this document.

For priority domestic customers, a GT is required to reinstate the service within 3 working days, unless the customer is not registered on the PSR at least a month prior to the start of works.

# Contact us at Cadent

**If you have an enquiry or complaint you can contact us in different ways:**

You can write to us at:

Customer Care Team  
Cadent Gas  
Pilot Way  
Ansty Park  
CV7 9JU

You can email us at:

**[wecare@cadentgas.com](mailto:wecare@cadentgas.com)**

You can complete our online form at:

**[cadentgas.com/contactform](https://cadentgas.com/contactform)**

You can telephone us on:

**0800 389 8000** for enquiries  
**0800 389 55 55** for complaints

**If you smell gas call the National Gas Emergency Service free of charge on 0800 111 999.\***

Customers with impaired hearing who use a Minicom system can call our Minicom line on **0800 371 787**.

Alternatively, you can use Typetalk.

To find out your Meter Point Reference Number (MPRN) you can call **0870 608 1524**.

\* All calls are recorded for training and quality purposes.

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