



Customer Code of Practice

Updated May 2018
Version 2

Cadent

Your Gas Network

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 19.

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

- The North West
- The Midlands
- East Anglia and
- North London

Cadent's gas networks



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

then 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

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 vulnerability, and any of the following applies, please ensure our representative on site is informed.

- **You are disabled**
- **Are chronically (long term) ill**
- **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 and our Contractors will:

- Give you at least 5 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 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 by contacting your energy suppliers 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:

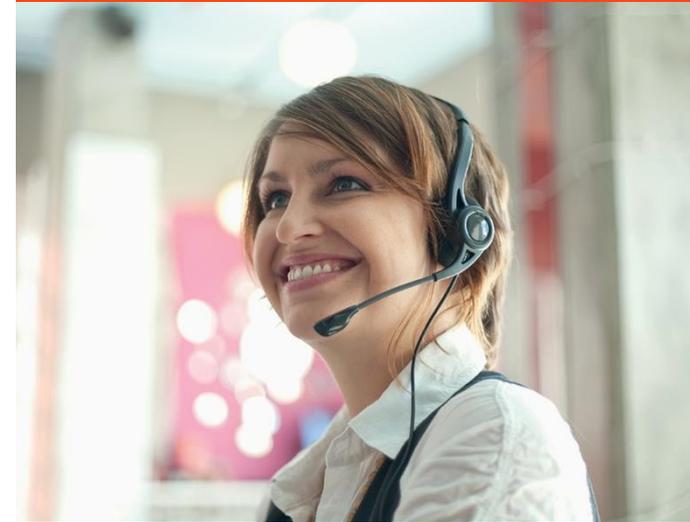
cadentgas.com/safeguarding

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 10 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 on pages 15-18.

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

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 complaints 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

Standards of Service

The tables below are a summary guide to our Standards of Service

| ID | Guaranteed standard | Description | Compensation you would receive if we don't meet this standard |
|-----|--|---|--|
| GS1 | Restoring a gas supply after an unplanned interruption. | If you are a domestic or non-domestic customer we will reconnect you within 24 hours. | We will pay £30 for domestic and £50 for non-domestic customers . For each full day after this, £30 for domestic customers and £50 for non-domestic customers, up to £1,000 per customer. |
| GS2 | Repairing excavations on your premises. | We will repair excavations on your property or premises within 5 days after finishing repair work we have started. | We will pay £50 for domestic customers, £100 for non-domestic customers. For every 5 working days after this £50 for domestic and £100 for non-domestic customers |
| GS3 | Domestic customers on the Priority Services Register. | If the gas supply is interrupted we will provide alternative heating and cooking facilities within 4 hours, or if more than 250 customers are affected, within 8 hours. | We will pay £24. We will pay this if you send us a valid claim up to 3 months after the event. |
| GS4 | Connecting a new gas supply and altering the position of the gas pipe. | We will provide a quotation for a new standard connection, or alteration to a standard connection up to 275kWh within 6 working days. | We will pay you £10 (and an extra £10 for each working day after this) up to the amount the quotation was for, or £250, whichever is the lowest. |
| GS5 | Connecting a new gas supply and altering the position of the gas pipe. | We will provide a quotation for a new non-standard connection or alteration to an existing non-standard connection up to 275kWh within 11 working days. | We will pay you £10 (and an extra £10 for each working day after this) up to the amount the quotation was for, or £250, whichever is the lowest. |

Standards of Service

| ID | Guaranteed standard | Description | Compensation you would receive if we don't meet this standard |
|------|---|--|--|
| GS6 | Connecting a new gas supply and altering the position of the gas pipe. | We will provide a quotation for a new connection or alteration to an existing connection over 275kWh within 21 days. | We will pay £20 (and an extra £20 for each subsequent working day after this) up to the amount the quotation was for, or £500 whichever is the lowest. |
| GS7 | Accuracy of Quotations | If you or we find a quotation is inaccurate, we will give you a correct quotation and will refund any overcharge you have paid. | If the quotation is inaccurate, you will be able to claim compensation under the rules for quotations above until an accurate quotation is issued. |
| GS8 | Response to Land Enquiries | We will respond to a land enquiry within 5 working days for a new connection or alteration to an existing connection. | We will pay you £40 (and an extra £40 for each working day after this) up to a maximum of £250 for domestic and £500 for non-domestic customers. |
| GS9 | Offering a date for commencement and substantive completion of connection work. | Within 20 working days of receiving your acceptance of a quotation, we will provide a date for completing the work. This is the date gas could flow, if you have a supplier and a meter (for a connection up to 275kWh). | We will pay you £20 (and an extra £20 for each working day after this) up to the amount the quotation was for, or £250, whichever is the lowest. |
| GS10 | Connecting a new gas supply and altering the position of the gas pipe. | Within 20 working days of receiving your acceptance of a quotation, we will provide a date for completing the work. This is the date gas could flow, if you have a supplier and a meter (for a connection over 275kWh). | We will pay you £40 (and an extra £40 for each working day after this) up to the amount the quotation was for, or £500, whichever is the lowest. |

Standards of Service

| ID | Guaranteed standard | Description | Compensation you would receive if we don't meet this standard |
|------|---|---|--|
| GS11 | Completion of work on the correct date. | Where we have provided a date for completing a new connection or an alteration to an existing connection, we must meet that date. | See the conditions below. |
| | | Contract value up to and including £1,000 | We will pay you £20, and an extra £20 for each day up to the amount the quote was for, or £200, whichever is the lowest. |
| | | Contract value between £1,001 and £4,000 | We will pay you £100, or 2.5% of the amount the quotation was for, whichever is the lowest. We will then pay you this amount each day up to 25% of the value of the quotation. |
| | | Contract value between £4,001 and £20,000 | We will pay you £100, and an extra £100 for each day, up to 25% of the contract sum. |
| | | Contract value between £20,001 and £50,000 | We will pay you £100, and an extra £100 for each day, up to £5,000 |
| | | Contract value between £50,001 and £100,000 | We will pay you £150, and an extra £150 for each day, up to £9,000. |

Standards of Service

| ID | Guaranteed standard | Description | Compensation you would receive if we don't meet this standard |
|------|--|--|--|
| GS12 | Compensation payments | We will pay any compensation to you or your gas supplier within 20 working days. | We will pay £20 for domestic customers and £50 for business customers. |
| GS13 | Advising you about work we will carry out. | We will let you know about any planned work for maintenance or replacement activities at least 5 days before it starts. | We will pay this if you send us a valid claim up to 3 months after the event. |
| GS14 | Handling your complaint. | We will respond to your complaint within 10 working days. If we need to get information from outside our business or to visit you at your property or premises, we will give you a first response within 10 days and a full response within 20 days. | We will pay £20, and an extra £20 for every 5 working days after this, up to £100. |

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
Brick Kiln Street
Hinckley
Leicester
LE10 0NA

You can email us at:

wecare@cadentgas.com

You can telephone us on:

0345 835 1111 for enquiries

0345 0700 203 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.

For any further information please see our website.

cadentgas.com

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cadentgas.com/privacy