

Cadent Gas Limited
Customer Centre
Cadent
Brick Kiln Street
Hinckley
LE10 0NA
0800 389 8000
cadentgas.com

Dear Sir or Madam,

Essential gas safety work – we will need to temporarily disconnect your gas supply

During the COVID-19 outbreak, we are following the latest guidelines from the Government. In order to keep our customers safe, warm and connected, we must continue to maintain, upgrade and repair our network of pipes. We will soon be carrying out essential work in your area, which means **we need to turn off your gas supply for a short time and gain access to your property.**

We want to reassure you that the safety of our customers and colleagues is our number one priority. During this challenging time for the UK, we are doing all we can to ensure that all our customers, especially those in vulnerable situations, continue to receive the services they need.

We're taking extra safety precautions

All our engineers wear appropriate protective equipment and follow the latest guidance from the Government. We will continue to monitor the situation and update our guidance and working practices accordingly. You can find out more about this at cadentgas.com/coronavirus.

What you need to do

We will write to you again to let you know when we will be starting work. In the meantime:

- **If you or anyone in your home is self-isolating and/or shielding, let us know as soon as possible using the contact details below.** It's very important you do this, so we can put measures in place to keep everyone safe.
- Ensure that your landlord knows you have received this letter, and **let us know of any potential hazards e.g. asbestos, family pets**, that might impact our work **as we would like to discuss these before the start date to ensure we work safely.**
- Consider **postponing any plans** to resurface your driveway or landscape your garden, as our works may require digging outside your property.

You can find more information in the enclosed leaflet or at www.bettergaspipes.co.uk. If you have any questions or concerns – or to let us know that someone in your home is self-isolating and/or shielding – please call us on 0345 835 1111 or email wecare@cadentgas.com.

Yours faithfully,

Cadent Mains Replacement Customer Team