



# Gas Supply Emergencies

**What you need to  
know and do**

# Gas Supply Emergencies are extremely rare. But if one does happen, you'll be asked to stop using gas so that we can keep homes and families safe.

## There are things you must do now, and things you need to know if there is an emergency:

- 1 You must give accurate emergency contact details to your gas supplier
- 2 You must make sure that these details are kept up to date
- 3 You must be ready to stop using gas as soon as we ask you to

Working together we can minimise the impacts of potential Gas Supply Emergencies. By giving your gas supplier your contact details, you'll be helping to reduce demand on the gas network quickly and safely. So please take time to read this leaflet carefully.

**It's vital you know what's needed and take action when you need to. If we contact you because there is a Gas Supply Emergency, you're legally required to take the action we ask you to take.**

## Emergency exercises

Like other gas networks, we sometimes perform Gas Supply Emergency test exercises. This is a chance for us to make sure your contact details are right, and to test how quickly and safely your contact can arrange to stop using gas. We then report the results to your Health & Safety Executive.

We will clearly state that it's an exercise and that you're not actually required to stop using gas.

## About Cadent

We own, operate and maintain the largest gas distribution network in the UK, transporting gas safely, providing people with the energy they need to stay safe and warm, and protecting them in an emergency.

With more than 131,000 kilometres of pipeline and a 200-year legacy, we're in a unique position to build on strong foundations whilst encouraging the

curiosity to think differently and the courage to embrace change.

Our skilled engineers and specialist teams are committed to the communities we serve, working day and night to ensure gas reaches 11 million homes and businesses, from Cumbria to North London and the Welsh borders to East Anglia.

**We exist to keep the energy flowing.**



### **What is a Gas Supply Emergency?**

This is when there's not enough gas available to meet expected demand. This can happen for a number of reasons. Although it's very unlikely, insufficient gas could cause a loss of pressure in the network, meaning we need to take action quickly to keep everyone safe.

### **Who can declare a Gas Supply Emergency?**

Any gas network or The Network Emergency Coordinator (NEC) can declare a Gas Supply Emergency. The NEC is an independent body who is responsible for coordinating the actions of all gas networks during a Gas Supply Emergency, focussing on safety and protecting the public.

### **What will I have to do if an emergency is declared?**

You must stop using gas as soon as you're told to do so. You're legally required to do this, and it's vital to protect customers and to keep everyone safe.

### **Who will ask me to stop using gas?**

We will. We'll either call or visit you in person.

### **What will they ask me to do?**

We'll explain there is a Gas Supply Emergency and ask you to stop using your site gas.

### **What exactly does 'stop using gas' mean?**

It means you need to immediately and safely, turn off any equipment or appliances that use gas. We'll tell you when you can safely turn them back on.

### **What might happen if I don't stop using gas?**

If you don't stop using gas, you may be putting people at risk. You'll also be breaking the law as it's a criminal offence to ignore our request. This could lead to prosecution by the Health & Safety Executive (HSE). Your supplier will also be notified of your failure to cooperate.

# Your Emergency Contact Details

## What you need to do now

Please give us your emergency contact details by visiting [www.cadentgas.com/gse](http://www.cadentgas.com/gse) and completing the online form.

Alternatively, you can email us at: [box.emergencyinfo@cadentgas.com](mailto:box.emergencyinfo@cadentgas.com)

### The right contact

Your emergency contact must be able to:

- 1 accept our request to stop using gas
- 2 arrange for your site to stop using gas

If they can't do this, they must be able to contact someone who can.

You need to tell us and your gas supplier as soon as there are any changes to your emergency contact details.

If your business operates 24 hours a day, you'll only need to provide one emergency contact as long as their phone number is available 24 hours a day.

If your business doesn't operate 24 hours a day, you'll need to provide three emergency contacts and we'll need two phone numbers for each to make sure we're able to reach them.

