



We're carrying out essential gas safety work in your street

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 recognise that you may have concerns about our teams working in your street and your home so we'd like to provide you with some reassurance.

What we're doing

We're going to replace the existing, ageing metal gas pipes in your street so you and your neighbours can continue to receive a safe and reliable gas supply well into the future. To do this we employ teams of skilled engineers, who are categorised as 'critical workers' under the Government's classification scheme. They are all familiar with the responsibilities this brings, including the need for social distancing from you, your family and other members of the public.

We're taking extra safety precautions

All our engineers wear appropriate protective equipment, including gloves and/or a mask where needed.

When an engineer comes to your home, they will complete their work as efficiently as possible and, before leaving, will wipe any surfaces that have been touched in your property.

Once our engineer has finished their work, they will remove the relevant protective equipment, dispose of it safely and then thoroughly wash/sanitise their hands before going on to the next property.

What to expect

On most occasions we need to enter a customer's property twice, firstly to safely turn off the gas supply, and secondly, to turn everything back on and ensure the appliances are working correctly. Sometimes we may need to make more than one visit, but our team will confirm this with you before starting work.

We continue to monitor and follow Government guidelines and update our safety precautions. If you have any questions or concerns please get in touch with us.

What you need to do

If you or anyone in your home is self-isolating and/or shielding, let us know as soon as possible using the contact details in this leaflet.

It's very important you do this, so we can put measures in place to keep everyone safe.

Contact information

Please get in touch if you have any questions about our work or you would like any information and guidance on what you need to do. You can contact us in a variety of ways.

By letter to
Cadent
Brick Kiln St
Hinckley
LE10 0NA

By telephone on
0800 389 8000
(lines are open 24/7)

By email to
wecare@cadentgas.com

Find out more at
www.cadentgas.com/coronavirus

We use ReciteMe on our website, so if English is not your first language or you have any other communication requirements, click 'Accessibility tools' in the top left of the page.

**If you smell gas, call the
National Gas Emergency
Service free on
0800 111 999***

*All calls are recorded and may be monitored.

