

# Keeping you *safe and warm*



**Cadent**  
Your Gas Network

# Hello there! We are Cadent.

# What should I do if I smell gas?

We look after the gas pipes under the ground in your area. You might have seen our vans out and about. We're committed to keeping you safe and warm.

Did you know that we bring gas to eleven million homes and businesses throughout the North West, West Midlands, East Midlands, South Yorkshire, East of England and North London?

In fact, our network of gas pipes stretches over 82,000 miles. If we placed them end-to-end, they would wrap around the world more than three times!

## Do you know who to call in a gas emergency?

If you ever smell gas indoors or outdoors, call the free National Gas Emergency Service immediately on **0800 111 999\*** (all calls are recorded and may be monitored).

The service is available 24 hours, 365 days a year. Our trained call handlers will tell you what you need to do until an engineer arrives.

It might be a good idea to save the National Gas Emergency Service number to your mobile phone or keep it handy somewhere.

If you smell gas indoors,

**DO** call the National Gas Emergency Service immediately on **0800 111 999**, available 24/7

**DO** open doors and windows to ventilate the property

**DO** turn off the gas at the mains tap

**DON'T** turn any power or light switches on or off

**DON'T** light any sort of flame within the property

**DON'T** use any appliances that could cause a spark



## MAKE THE RIGHT CALL FIRST TIME

Reach the right service quicker by knowing who to call

**1 Gas meter problems?**  
Call your gas supplier  
This number can be found at the top of your energy bill



**2 Gas appliance problems?**  
Call the Gas Safe Register  
**0800 408 5500**



**3 Smell gas?**  
Call **0800 111 999\***  
Only call this number if you smell gas or suspect carbon monoxide



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# Carbon monoxide (CO) - what to look for

Faulty gas appliances can release carbon monoxide, a colourless, odourless and tasteless gas. This can make it very difficult to detect.

Even if you don't have gas installed in your property, it's important to know that coal, wood and fuel oil can also release carbon monoxide when burnt.

Exposure to carbon monoxide can be very harmful and potentially fatal.

## To reduce the risks...

- Ensure all gas appliances are installed correctly and have them serviced annually by a Gas Safe Registered engineer
- Ensure all chimneys and flues are cleaned annually to prevent blockages.
- Fit audible carbon monoxide alarms in your home and test them regularly. Your alarm should have a kitemark, letting you know that you can trust the device and that it complies with British Standards.



Carbon monoxide exposure can affect anyone, so it's important to know the signs and symptoms to look out for.

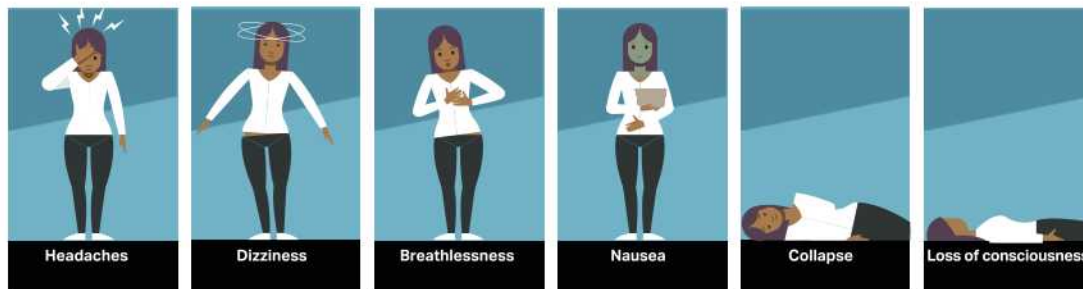
They can be similar to viral infections, tiredness or a hangover, but if your symptoms lessen or disappear when you're out of the house, it might be carbon monoxide poisoning.

If you're worried you've been exposed to carbon monoxide and are showing any of the signs below, seek medical help.

**If you suspect carbon monoxide, call the National Gas Emergency Service FREE on 0800 111 999.**

**For more information, check out: [cadentgas.com/co](https://cadentgas.com/co)**

## Symptoms of carbon monoxide poisoning



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# Priority Services Register (PSR)

The Priority Services Register (PSR) is a free service for people who might need extra support from us because of their health, communication, access or safety needs.

We understand that it can be a stressful time when your gas supply goes off, especially if you rely more heavily on your gas due to yours or your family's circumstances.

**We can help with the registration process too. You can either complete our online form at [cadentgas.com/PSR](https://cadentgas.com/PSR) or call us on 0800 389 8000 and one of our team will be happy to help.**

**For more information, check out [cadentgas.com/psr](https://cadentgas.com/psr)**

The PSR is available to people who:

- Use medical equipment reliant on electricity or water.
- Are pregnant or live with children under five.
- Are blind or partially sighted.
- Are deaf or hard of hearing.
- Have a chronic illness.
- Have a mental health condition.
- Have a disability.
- Are of pensionable age.
- Have a loss of smell.
- Need documents translated into another format or language.
- Temporarily need extra support due to life changes.



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# Smell – a lifesaving sense

Anosmia is the medical name for a condition where someone has suffered a partial or complete loss of their sense of smell.

People who suffer from a loss of smell can't detect warning odours such as food that has gone off or gas or smoke.

If this affects you, you could be at risk if there is a problem with your gas or appliances.

**We can help keep you safe in your home. To find out more, visit; [cadentgas.com/senseofsmell](https://cadentgas.com/senseofsmell)**

# Help for adults caring for elderly parents

**Carents, the term used to describe adults who care for their elderly parents, have emerged as one of the largest groups of unpaid carers in the UK.**

We have partnered with The Carents Room, Northern Gas Networks (NGN) and UK Power Networks (UKPN) to support and safeguard those caring for an elderly loved one and other customers who find themselves in vulnerable situations or financial difficulties.

The Carents Room offers information to help keep you and your loved ones safe and well, including its partner's services on energy savings tips, safety measures, and advice on how to join the Priority Services Register for customers who have extra communication, access or safety needs.

**For more information about The Carents Room, please visit; [carents.co.uk](https://carents.co.uk)**

THE  
CARENTS  
ROOM

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# Safety devices



**We offer this service completely FREE to eligible customers on the Priority Services Register.**

## Locking Cooker Valve (LCV)

**Our Locking Cooker Valve is a simple device helping protect those who are unable to operate their gas cooker safely, and provides reassurance to family, friends and carers.**

It allows the gas supply to be turned on and off really easily. It can prevent gas accidents such as the cooker being unintentionally turned on or left on.

Carers can turn the valve off and on by simply using a key so the gas cooker can be used safely with supervision.

**To find out if you are eligible for a Locking Cooker Valve service, call our Customer Care Team on **0800 389 8000** or visit [cadentgas.com/lcv](https://cadentgas.com/lcv)**



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# A little energy can save a lot



We all want to save money on energy bills while staying safe and well, and one of the easiest ways to reduce costs is by making small, simple changes which can add up to real annual savings.

## Save money when cooking. Put a lid on it.

Putting a lid on your pan while cooking stops the heat from escaping.

## A degree can make a difference. Turn it down.

Turning down the thermostat by just one degree will save money on your energy bills. To help to keep you safe and well, your thermostat should be set between 18-21°C.

## Save energy. Switch on to switching off.

Devices left on standby still use energy. Turn appliances and lights off when they are not in use.

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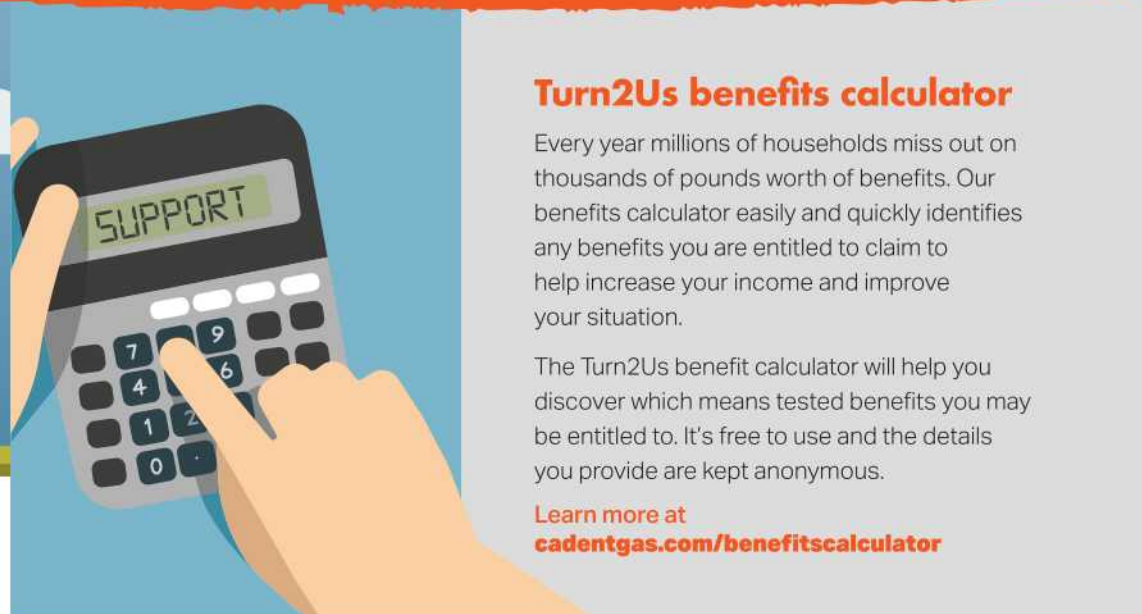
## Get help.

We're committed to helping customers keep safe and well, which is why we are working with our partners to provide practical advice, from energy saving tips to finding financial assistance towards your energy bills.

Find out more at  
[saving-energy.co.uk](http://saving-energy.co.uk)



# Helping you maximise your income



## Turn2Us benefits calculator

Every year millions of households miss out on thousands of pounds worth of benefits. Our benefits calculator easily and quickly identifies any benefits you are entitled to claim to help increase your income and improve your situation.

The Turn2Us benefit calculator will help you discover which means tested benefits you may be entitled to. It's free to use and the details you provide are kept anonymous.

Learn more at  
[cadentgas.com/benefitscalculator](http://cadentgas.com/benefitscalculator)

## IE Hub budgetary tool

### Manage your income and expenditures

Keep track of your money with the free IE Hub budgetary tool that helps you to manage your household finances and budget effectively.

It allows you to create a thorough and accurate budget and see what financial benefits you could be entitled to with its free benefit checker tool.

There are no financial obligations and you do not have to go on to claim any benefits - Simply see how you could budget better and what benefits you would be eligible for.

Since launching the tool, we have found that the average additional financial benefit per customer is £5,500, so it's proving very beneficial.

Find out if you can better your budget at [iehub.co.uk/cadent](http://iehub.co.uk/cadent)

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# Groundwork referral

## Need help with your energy bills?

The Cadent Foundation's partnership with Groundwork funds the Green Doctor project. Green Doctors are energy saving experts who can offer free, impartial advice to help you take control of your bills, save energy where possible in the home, and access other services available.



Request a referral for a FREE home visit or telephone consultation by scanning the QR code, or visit [groundwork.org.uk/stay-warm-stay-well](https://groundwork.org.uk/stay-warm-stay-well)

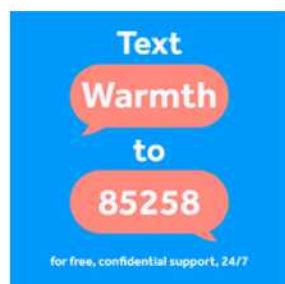
# Shout - text support service

## Are you feeling worried or stressed?

Your wellbeing is our priority. If you are anxious or stressed about keeping your home safe and warm, our partnership with **Shout** offers 24/7, free, confidential text support from a trained mental health advisor.

Know someone who could benefit from this service? Text **WARMTH to 85258** to speak to a trained advisor.

For more information about our partnership and the help available to you, visit [giveusashout.org](https://giveusashout.org)



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# Centres for Warmth

Our Centres for Warmth support people who are living in vulnerable situations, keeping them warm, safe, and connected.

We work with over 200 community centres, located in the heart of our network's communities to promote togetherness and social interaction.

Many of the locations that we support offer services to help people such as, food pantries, job clubs, and support with benefit claim applications.

However, you can also visit our Centres for Warmth to receive services about home energy efficiency advice, carbon monoxide safety, benefit and debt advice and the Priority Services Register.



Our Centres also offer much more varied support and activities depending on the local needs, such as slow cooker lessons to educate people on how to make nutritious meals and extra-circular activities for children.

If you think you could benefit from any of these services, check out our website to find your closest Centre for Warmth at [cadentgas.com/cfw](https://cadentgas.com/cfw)



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# Scams and fraudsters

**Frauds and scams are the most commonly experienced crime in England.**

It is a growing problem that cannot be dealt with by law enforcement organisations alone. Anyone can be a target, but knowing what to look out for you can protect yourself and your loved ones from scammers.

Don't be embarrassed about reporting a scam - you could prevent it from happening to others.

**For help, contact Action Fraud on 0300 123 2040. For more information on scams and how to protect yourself, visit Operation Repeat at [oprepeat.co.uk](http://oprepeat.co.uk)**

## TOP TIPS TO PROTECT YOURSELF ON THE PHONE AND AT HOME

**Don't buy anything on your doorstep** - paying in cash lets them know you keep money in the house.

**Avoid cold callers** - this can happen at the door or on the phone.

**Don't accept identification cards at face value** - identify cards can be forged. If you are unsure contact the callers organisation.

**Don't discuss your bank details over the phone** - your bank will never ask you for this.

**Don't respond** - ignore suspicious emails, letters, calls or messages.

**Before you let anyone into your home, make sure you know who they are.** When one of our engineers arrives at your door they will always show you their identity card. To check the engineer is genuine, give us a call on: **0800 389 8000** - (select option two), and we can confirm they definitely work for us.

**Always log on to a website directly** rather than clicking on links in an email.

**Don't be conned** by letters that claim you have won a prize or money.

**Get independent advice if an offer involves money, time or commitment** - never be rushed into making a decision on a purchase.

**Don't let scammers push your buttons** - they will play on your emotions to get what they want.

**REMEMBER - If it sounds too good to be true, then it is!**

**OPERATION REPEAT**  
Reinforcing Elderly Persons' Education at All Times

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# Useful numbers

## Emergency contacts...

Name: \_\_\_\_\_

DOB: \_\_\_\_\_

Address: \_\_\_\_\_

Number: \_\_\_\_\_

Doctor: \_\_\_\_\_

Surgery: \_\_\_\_\_

NHS Number: \_\_\_\_\_

Utility company numbers: \_\_\_\_\_

Gas Emergency number: **0800 111 999\***

Power cut phone number: **105**

Gas Safe Register number: **0800 408 5500**

\*All calls are recorded and may be monitored.

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We are passionate about making our services inclusive and accessible to the communities we serve.

We know that English is not the first language for many, so we offer a range of services to support different ways to get in touch with us.

### **Translation, help and support**

Our help and support pages and videos on our website are accessible in seven different languages: Simplified Chinese, Polish, Punjabi, Turkish, Urdu, Somali and Bengali.

### **Language support 24/7**

We provide on-demand translation services 24/7, 365 days a year through Language Line and live British Sign Language through SignLive.

### **Recite Me**

We've added Recite Me to our website which includes a translation tool into 100 languages; 35 of which are spoken.

### **Alternative formats**

If you require this document in an alternative format or language please call us on **0800 389 8000** or email **wecare@cadentgas.com**

### **Keeping you safe and warm**

We provide the energy our customers need to stay safe, warm and connected. We are committed to making a positive and lasting difference to the communities we work in and supporting our customers who need extra help from us.

We work hard to ensure yours and your loved ones' safety and we offer a number of services to keep you warm and independent in your own home.

### **[cadentgas.com/support](https://cadentgas.com/support)**



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