

Date
17th September 2021

Cadent Gas Limited
Brick Kiln Street,
Hinckley
Leicestershire LE100NA
cadentgas.com

Restoration of gas supply: Tattenhall



Dear Resident

I would like to extend a massive thank you for being so patient during our work to restore the gas supply to your village. We are really sorry for the disruption we have caused you over the last few days.

We wanted to ensure that we looked after everyone during this incident and provided hot meals for the most vulnerable in your community, as well as a take-away offer with local businesses to everyone else. We would like to thank these businesses for their assistance.

You will be compensated for the time you were without gas. We know the time the gas went off and when it was restored to your property at the emergency control valve. We will pay compensation to the value of £60 to each household and £100 to each commercial property for every 24hour period. Further details can be found on the attached sheet but please don't worry, we will sort this out for you.

Gas is now restored to the pipes in the area, and we have made a visit to every property with a gas supply to switch the gas back on and give every appliance a safety check. If we didn't manage to gain entry to your property, you can contact us any time on 0800 111 999 and ask for a 'purge and relight' and we will arrange for an engineer to visit to restore your gas and appliances. It's important you don't try to turn your gas back on yourself, please let our engineers visit to do these works.

In recognition of your support and patience we have also included a voucher for £10 for Old Ma's Café, a local business in your area.

We would also like to thank the Barbour Institute, The Salvation Army and Morrisons for their hospitality and support throughout this week.



My team and I truly appreciate the support and understanding you have shown us whilst working in Tattenhall. You are a terrific community and have been incredibly accommodating to everyone working in the Cadent team.

We want to learn from how we responded to this incident and would be extremely grateful if you could please scan the QR code below and complete the short survey this takes you to.



Or <https://forms.office.com/r/AF8mn0G1ii>

Thank you.

Regards,

Jenny Moten
Director, North West Network

If at any point you can smell gas please contact our 24hour Gas Emergency Service on 0800 111 999. An engineer will attend and advise you on the next steps required.



Please see the following list of common questions and answers.

Will I receive compensation?

Under our Guaranteed Standards of Performance (GSOP) dictated by OFGEM you will be entitled to compensation for the interruption to your gas supply.

Do I need to claim for compensation?

No. Compensation will be paid automatically to your gas supplier.

When will I get my compensation?

Once supplies are restored Cadent will calculate all compensation payments and send them to your gas shipper, who will make a direct payment to your gas supplier. Please be aware Cadent has no control over how long your shipper and supplier takes to process these payments.

How will my supplier pass on this compensation?

This will depend on your gas supplier. Some may credit your account and reduce your bill whilst others may send you a cheque.

How much compensation will I receive?

We will calculate the length of time your gas supply was interrupted until the gas is restored at your emergency control valve. Please be aware you may not be aware of when this occurs, but our engineers on site will record this time. We will endeavour to restore the gas supply to your appliances as soon as possible after this time and will prioritise any vulnerable members of the community first. You will be compensated £60 for each home and £100 to each commercial property for each full 24hour period without gas.

Can I claim for eating out?

Unfortunately, not, the compensation payment is intended to cover any additional costs you may have incurred.

Can I claim for increased usage of electricity?

No, sorry, this is also covered by the standard compensation payment.

Will you restore the area where there are excavations?

If Cadent have excavated in your land or the Highways we will restore the area once works are complete.