

Date
13th September 2021

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

Loss of supply: Tattenhall



Dear Resident

As you may be aware, we are experiencing issues within the gas network, currently affecting the gas supply to Tattenhall. We have found a problem with one of our governors that regulates the gas pressures in the area and to ensure safety we have isolated the gas supply to Tattenhall. **It is important that you do not try to use your gas whilst engineers are dealing with this incident.**

To get your gas back on safely, Cadent must make sure your gas supply has been turned off at your meter. We can't get gas back into the network until this has been done at yours' and your neighbours' homes. Our engineers are on site and are visiting affected properties to do this. You will receive a separate letter from us if we have not been able to obtain the access we need to do this.

Once this is completed, we will then revisit every property with a gas supply to switch the gas back on and give every appliance a safety check.

As I'm sure you can appreciate this may take some time, but we aim to have your gas back on as soon as possible and thank you for your patience and understanding whilst we carry out the essential safety checks.

It's important you don't try to turn your gas back on yourself, please let our engineers visit to do these works.

Our updates for this incident will go onto <https://cadentgas.com/tattenhall>.

If you have any particular concerns, we have a customer drop-in location at Barbour Institute, High Street, Tattenhall, Chester CH3 9PX where you



will find a representative from our customer team 8am to 10pm. Alternatively, you can call 07812516279.

If you are not going to be in and want to leave keys at a neighbour's or have a particular concern about a vulnerable person without gas, then please get in contact.

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

I would like to take this opportunity to thank you for your patience whilst we restore the gas supplies.

Yours faithfully

Jenny Moten
Director, North West Network
Cadent



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 full 24 hour 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.