

Transforming experiences

Customers. Communities.
Colleagues.

Our Plan highlights
2021-2026
North West



We are Cadent

Your gas network

We own, operate and maintain the largest gas distribution network in the UK. This is made up of four separate networks, including East of England, North London, North West and the West Midlands. If you haven't heard of us, it's probably because our name is quite new – we used to be part of National Grid.

Our network of pipes stretches over 80,000 miles to over 11 million homes and businesses. We own the pipes, but we don't own or sell gas; this is the role of your gas supplier.

How we are funded

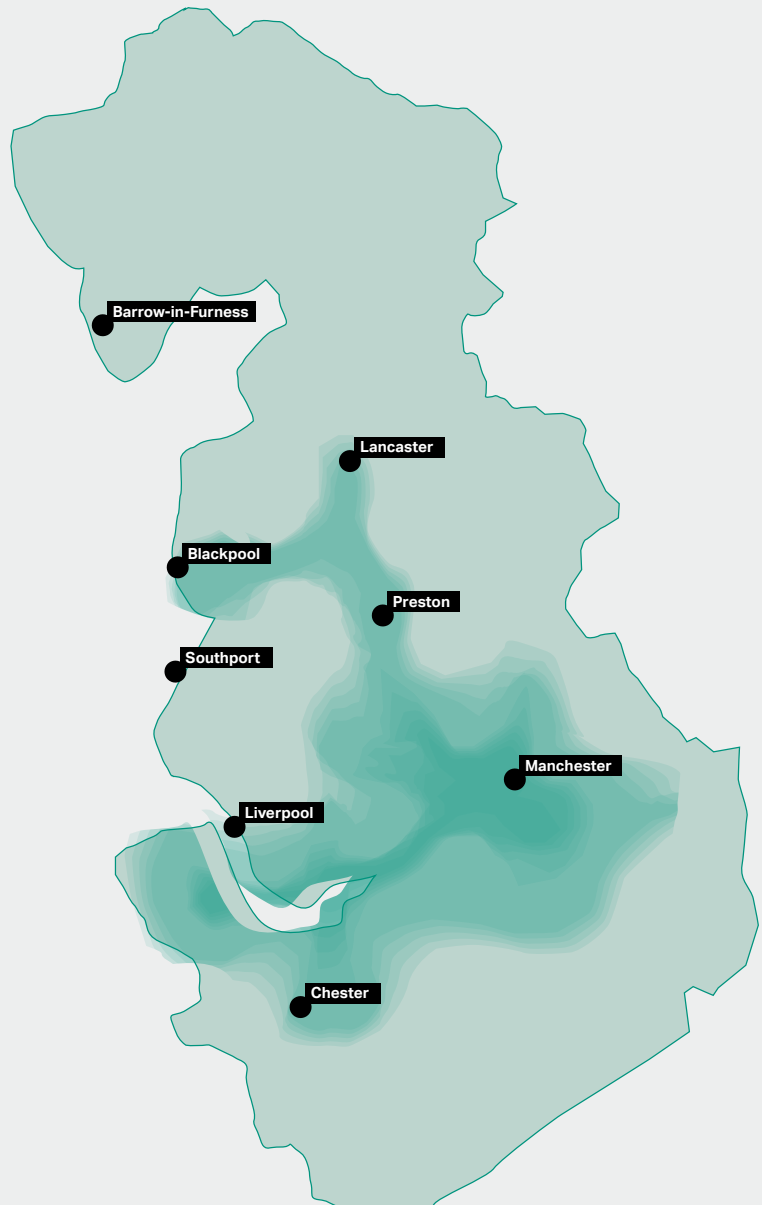
Gas suppliers pay us to transport their gas to your home. You pay for the work we do through your gas bill. Although it comes from your gas supplier, our costs are included and make up about 20% of the overall bill.

We run the National Gas Emergency Service on behalf of the gas industry. We're the people you call if you have a problem with your supply or can smell gas.

North West

Our North West network sits between the Pennines and the West Coast and encompasses Ambleside in Cumbria, at its northern most tip, and Whitchurch in the South.

Around 40% of the gas distributed into the North West network is used for businesses and industrial purposes; this is far higher than any other gas distribution network in the UK.



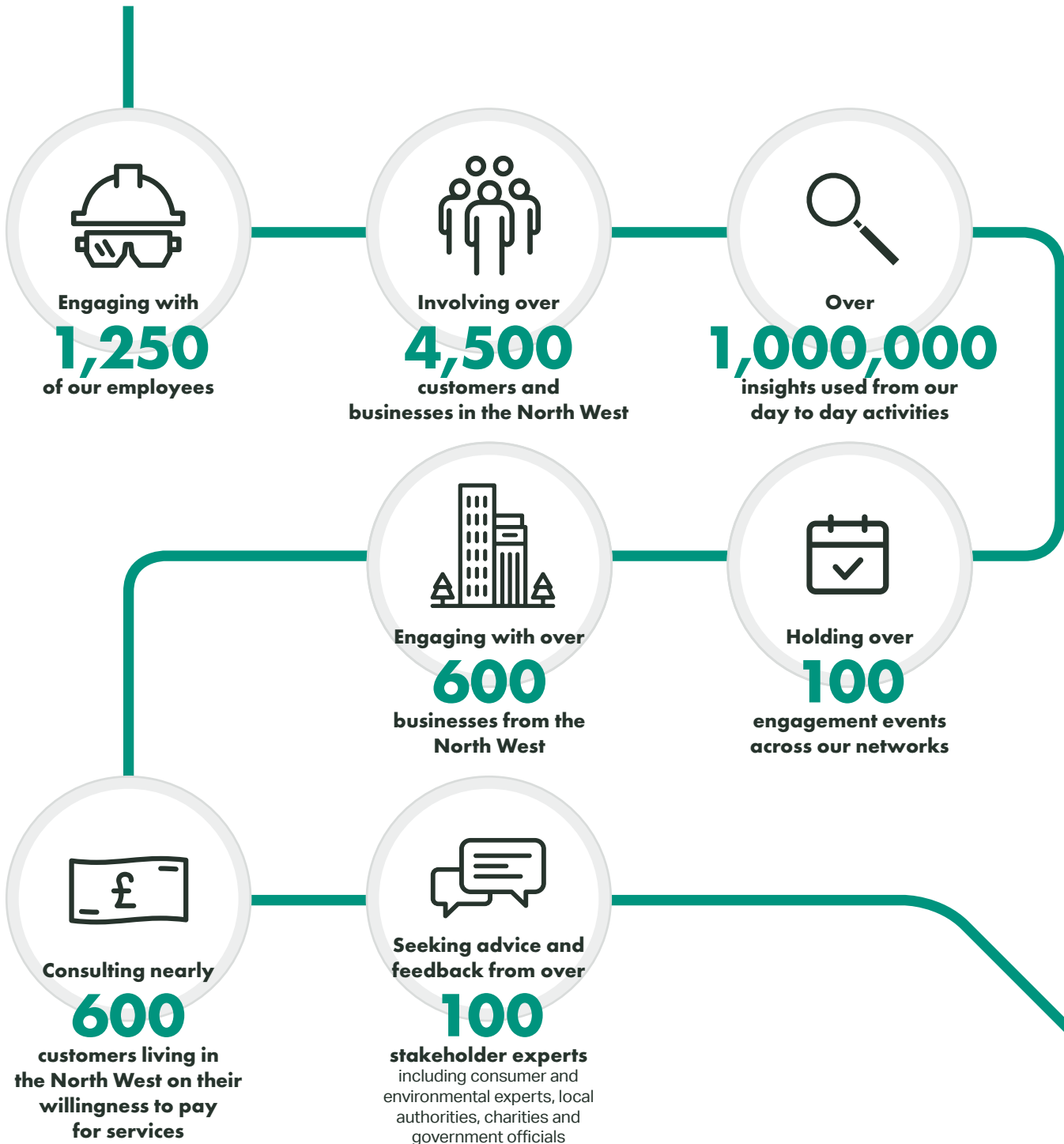
National Gas Emergency Service

0800 111 999

All calls are recorded and may be monitored.

Creating our future plans with you

We've spent the last 18 months understanding what you expect from us now and in the future. We have undertaken an unprecedented level of engagement across each of the communities we serve. We have also established a highly skilled, independent Customer Engagement Group to challenge us and ensure we deliver the best for you.



Our vision

Overview

Our vision is to set standards that all of our customers love and others aspire to.

By bringing together our vision and your priorities, we are making commitments that will make a real difference. These commitments have been formed from what you told us was most important to you.

Using a six phase engagement process we have listened to your feedback, tested various options and ultimately tested our final Plan to ensure it meets your expectations. Over 80% of you said that it does.

These commitments help you hold us to the very highest standards, and help us measure our performance. The following pages highlight some of our commitments.



Trusted to act for our communities

We understand that customers place trust in us and our work. We will focus on building trust through every action we take, giving over 1% of our post tax profits back to our communities through the Cadent Foundation.



Tackling climate change

We will take a leading role to support the UK's Net Zero emissions challenge, coordinating with others across the energy industry as we transition to cleaner sources of energy. We will reduce leakage of gas from our pipes and become carbon neutral in our other operations by 2026.



Providing a quality customer experience

We are committed to providing an outstanding customer experience, tailored to individuals' needs. We will provide inclusive and accessible services to all, going beyond to support those most in need.



A resilient network

We will invest £175 million each year to maintain a reliable gas supply that keeps our customers, communities and employees safe in the North West.

Delivering our commitments in your region



Case study:

Maintaining resilience for Manchester and Liverpool

The Mersey Tunnels were constructed in the 1960s and provide access to our assets which provide gas to many customers living and working in Manchester and Liverpool. We plan to invest £753,000 to proactively refurbish these assets to ensure a reliable gas supply to these northern cities now and in the future.



Case study:

Educating the next generation about carbon monoxide

Carbon monoxide (CO) is a colourless, odourless, tasteless, poisonous gas produced when some fuels are not burnt correctly. It is referred to as 'The Silent Killer'. We wanted to educate the next generation about CO awareness and its dangers, so we developed our Safety Seymour programme.

To date we have educated over 14,000 children and their families about the dangers of carbon monoxide and how to stay safe at home. Along with an educational and fun-filled day, we provide each child with a free carbon monoxide alarm.

We have also created 12 audio features based on the adventures of Safety Seymour which were broadcasted on Fun Kids Radio.

We plan to increase the scale of this programme and develop similar programmes to ensure learning is retained in later school years.



Case study:

HyNet – Greener energy for the North West

We are supporting the development of greener gases to flow through our pipes. HyNet is a hydrogen energy and Carbon Capture, Usage and Storage (CCUS) project that plans to deliver renewable hydrogen energy to homes, businesses and transport across the North West. HyNet could save over 1 million tonnes of CO₂ emissions every year and create up to 5,000 jobs in the area.





A resilient network

Keeping the energy flowing safely and reliably

You've told us that **maintaining a safe gas network** for our customers, communities and employees while **ensuring a reliable gas supply** is the most important part of what we do.

We have worked hard to establish **world class safety** performance and a **network reliability over 99.99%**. This means our customers will only receive a gas interruption once every 40 years on average. But we want to do even better. We are investing to improve the health of our pipes and infrastructure and continue to evolve our data, cyber security and physical security provisions.



We will continue to replace iron and steel pipes with more durable and longer lasting plastic pipes to help ensure a safe and reliable gas network. This is equivalent to the distance between Manchester and Newport on the Isle of Wight!"

395km per year in the North West



We will continue to **respond to gas emergencies** within an hour of it being reported to us, 97% of the time (average arrival time of 35 minutes)



We have developed robust information systems and a cyber security plan which will dedicate **£21 million to protect physical and data assets**



We are investing over **£17 million to enhance the efficiency** of our assets which supply multi-storey buildings in the North West. This will reduce the likelihood of supply interruptions and get customers living in these buildings back on gas much quicker where interruption is unavoidable



We will use **innovative technology** to keep the energy flowing and **minimise disruption** and road congestion caused by our works



A quality experience

For all our customers, stakeholders and communities

You'll probably never need to contact us directly, but if you do, **we're committed to providing an outstanding experience.** That's why we're putting new standards in place to measure and significantly improve our service levels across all our customer journeys.

We've listened and worked to understand more about what you need and value. In particular, you've said you'd like us to do more to help people in vulnerable situations and play a leading role in raising awareness of the dangers of carbon monoxide.

We are transforming our organisation to put our customers at the heart of all we do, creating 28 regional delivery units



We will make it much simpler to connect to our gas network, providing domestic connections customers **with accurate quotes in just 15 minutes**



We will **continue to listen to your feedback** about how we are doing, using a variety of channels. We will measure your satisfaction level to **improve and learn year on year**



We will **reduce disruption in the North West** by providing **better road work information**, and **work with other utilities** when planning our activities to reduce the number of holes in the road



We will provide a more convenient service, offering **2 hour appointment slots** for all gas supply restorations



We will provide 750,000 carbon monoxide alarms to homes within the North West."



We will extend support and **help our customers in their homes, by forming partnerships** with charities, other Gas Safe Registered organisations, NHS Trusts and the Fire and Rescue Service to go beyond the boundaries of our network



We will **train** all our front line employees to **identify customer needs** and determine how we can best support you



Our aim is to **never leave a customer vulnerable without gas**, either through enhanced welfare or by enabling repair or replacement of unsafe appliances



We will have direct conversations with **500,000 customers living in the North West** to raise awareness of the **Priority Services Register (PSR)** so that we can better identify and serve customers with additional needs



We will support 11,600 households living in fuel poverty in the North West by offering a range of tailored interventions, including free connections to the gas network and income and energy efficiency advice and support."

Our Customer Vulnerability Strategy aims to create an inclusive and accessible service for all





Tackling climate change

Leading the transition to a sustainable energy system

You told us it's vital we take action now to protect our planet for future generations, by **reducing carbon emissions** and our impact on the environment to support the UK's climate change targets. We are a major part of the UK's energy industry and you want us to **take a leading role** in supporting the right energy solutions.

We want to show how we can help support the removal of carbon from the gas that flows through our pipes, and support alternative fuels for transport. This means working with Government and policymakers as well as **investing in innovative sustainable low carbon energy alternatives** like hydrogen.



We will provide flexible capacity for **clean gas resources** such as **biomethane**



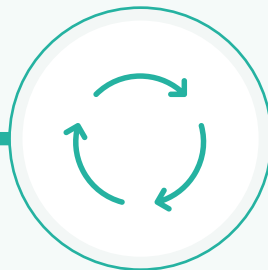
We will buy **zero emissions** emergency response vehicles across the North West



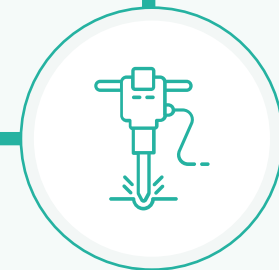
We will reduce leakage of gas from our pipes by **13-17%** by 2026



We will become carbon neutral in our day to day operations by 2026, 24 years earlier than the Government target. We plan to do this by reducing energy and carbon consumption, opting for renewable or low carbon alternatives and offsetting all residual unavoidable emissions."



We will develop **joint planning offices** with electricity networks to support regional authorities to develop **whole system solutions** to their energy plans



We will send **less than 5%** of waste from digging up the road **to landfill**



Trusted to act for our communities

Being transparent in all our actions

Being trusted is extremely important to us. We're an essential public service provider so it's important that you **trust us to act responsibly** for our communities and always deliver on our promises.

Based on what we have heard, we have created a **Trust Charter** and we will **publish how we are performing** against our commitments within it. We will continue to transparently publish our profits, tax and pay.



We have set up the Cadent Foundation, a community fund to give over 1% of our annual post-tax profits (c.£6m p.a.) back to our communities, particularly customers in vulnerable situations."



We will make Cadent a great place to work, promoting and celebrating diversity and inclusion. We will support our employees with their **personal development** and ensure over **24,000 training days** per year



We will continue to engage with customers, businesses and stakeholders to ensure we continue to deliver the **standards that you love**



We will **be transparent** in how we operate, reporting on our performance against the commitments that we have made to our customers and communities



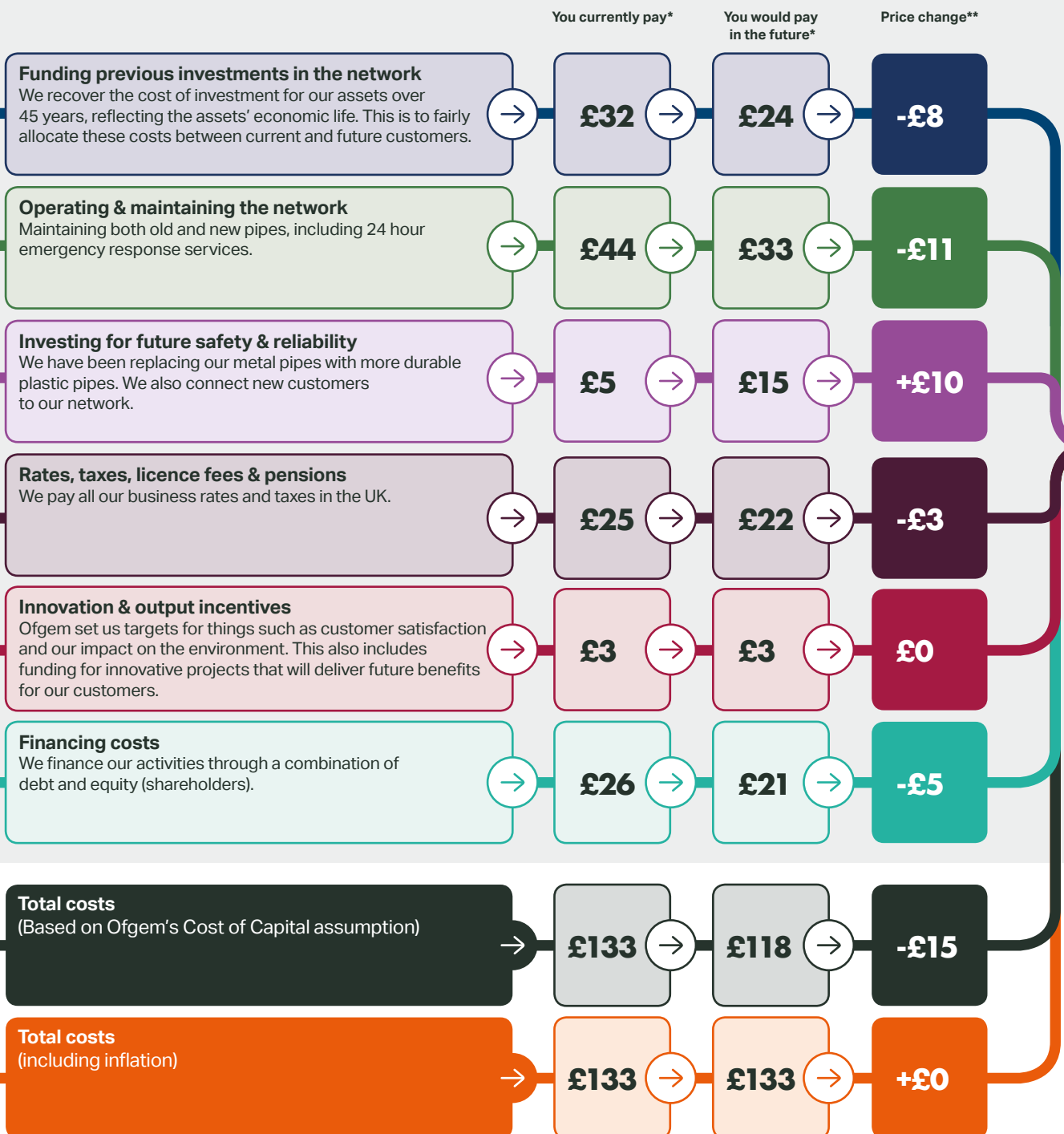
We will give back to our communities by supporting **over 2,500 colleagues in volunteering activities**

Providing you with more value for less

You will receive a gas bill from your supplier which is on average £665* per year. Your bill is made up of different charges and your supplier currently charges you on average £133 per year for the services that we provide. This is about 20% of your annual gas bill.

Over the next five years we will reduce our impact on your bill by an average of 10% (£15**) by driving efficiency savings through innovation, competition and transforming our organisation.

Our services cost just 32p per day as part of your future bill**



*Assuming your average annual gas bill is £665
 **Excluding inflation

We are listening and would love to hear your feedback

This document highlights some of the commitments we are making for 2021 to 2026. We would love to hear your thoughts.



Let us know what you think
#Cadentvoices



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