

03. Our approach

Caring for our customers

Keeping customer at the heart of everything we do.

We identify customers who are in vulnerable situations and guide them through our work to minimise the impact.

All our work force have had customer specific training that reinforces our core motto; *'keeping customer at the heart of everything we do'*.

We have key systems that are designed to support those in vulnerable situations:

Our Priority Service Register
Stakeholder Support

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Your Gas Network



Caring for our customers

Priority Service Register

The Priority Service Register (PSR) helps gas and electrical companies look after customers who have additional communication, access or safety needs. It's free and easy to join and gives extra support to those who need it.

The PSR offers:

- **Electric hot-plates**
- **Fan heaters**
- **Prioritised re-connection**
- **A 'knock and wait' service**
- **Large format documents/information from your energy company.**



If a customer is not registered, we are able to facilitate this through the DNO (Distribution Network Operator). For the East of England it is UK PN.

Stakeholder Support

Business Communications

- **We are conscious of our works and the affects they have on businesses**
- Prior to the project starting our surveyors complete a customer engagement plan which identifies hubs and businesses in your community.
- We take extra care in communicating with our stakeholders. Where possible, we tailor our communications to ensure everyone is well informed and understanding of our works.



- **Integrated Communication**
- We actively reach out to businesses through phone calls and emails to ensure everyone is informed.



- **Business / School Visits**
- Visit to businesses and schools on the affected street. To inform them on how they will be possibly affected.



- **Small Business Claims**
- We help support small businesses who might be impacted by work. Helping prevent a loss of normal income.

Providing extra support

Small Business Claim

The aim on all our projects is to achieve zero impact on the communities we serve. However, due to the complexity of our work, we recognise that it can sometimes be disruptive.

Therefore, we offer a small business claim to those who feel that our works have impacted their trade.

To claim for your business, there is a set criteria that must be met:

If a business owner feels that this is applicable, please get in contact.

Telephone number : 0845 757 3202

Email: box.cs.busclaims@cadentgas.com

- **Our work must have taken more than 28 days to complete**
- **Your business relies on customers visiting the affected premises to trade**
- **Your annual turnover must be under £1.77million (excluding VAT)**
- **Any loss to trade must exceed 2.5 per cent of the annual turnover of the business.**
- **The loss to your business must be more than £500**
- **Any loss must be as a direct results of our work**

Stakeholder Support

Resident Communications

- **Communicating with our customers every step of the way.**
- Throughout our works we are dedicated to ensuring every affected persons is communicated and well – informed of the gas mains replacement process.
- We do this through a variety of methods to cover as many customers as we can.
- We will be using the following methods throughout Southwold and Reydon:

Customer Liaison Officers

Having meaningful conversations with customers.

Bespoke Lettering

Informing about traffic management, compound and stakeholder.

Drop Cards

Used throughout to update the customer.

Live Person

Whatsapp chat service to update the customer on works.

Bespoke Website

Providing in-depth updates, diversion routes and FAQ's.

Press Releases

Informing the wider area on our works.

Our Customer Communications

Customer Journey & Drop Cards

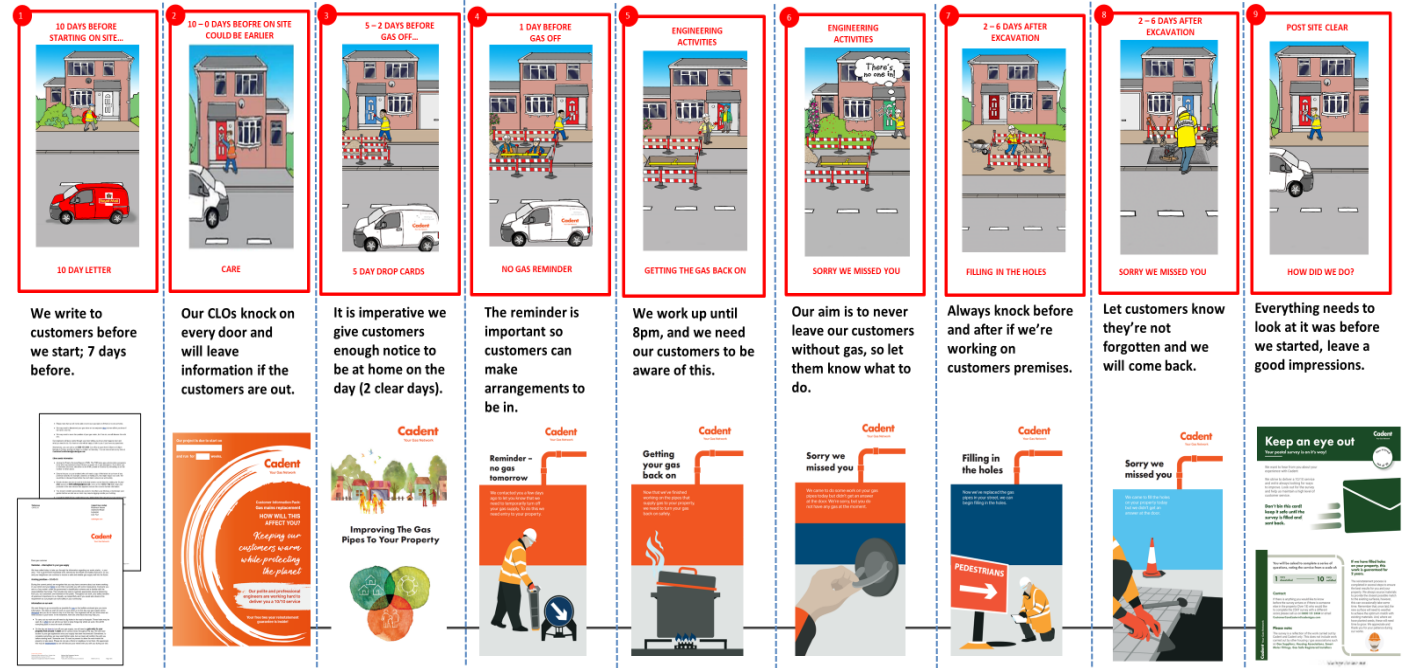
Each customer will receive the following drop cards throughout their gas mains replacement.

These will be delivered by our Customer Liaison Officers (CLO's), members of our site team or by our Fitters/Reinstators.

Our drop cards provide key information and ensure the customer is given sufficient notice prior to their gas going off.

These drop cards will be hand delivered by our work force and where possible detailed conversations will be held.

PLANNED WORK CUSTOMER JOURNEY: CUSTOMER TOUCHPOINTS



Our Customer Communications

Live Person

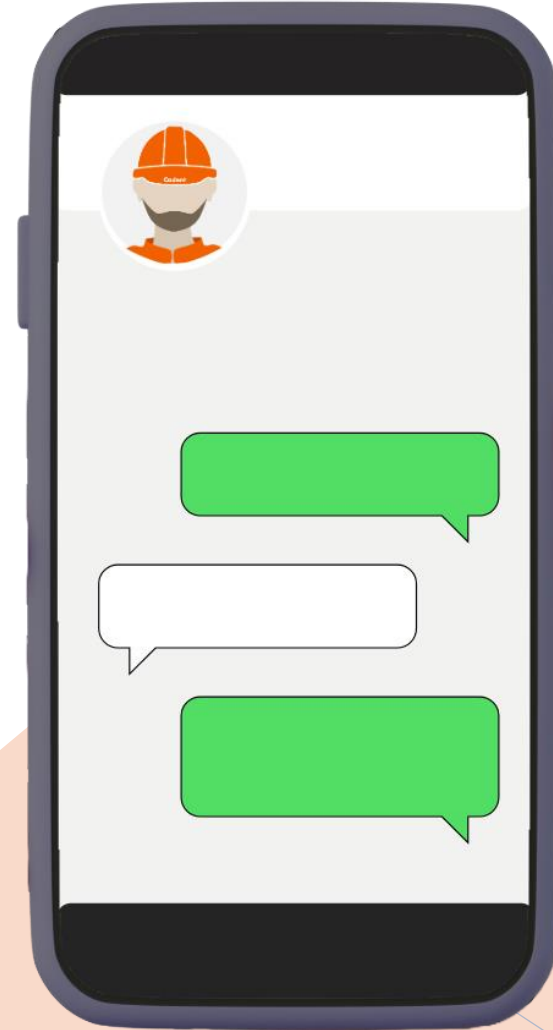
LivePerson is a Whatsapp support tool where the customers can send through enquiries and questions about the works.

Customers are made aware of LivePerson via our drop card and during our customer conversations prior to the work.

To sign up all they need to do is:

Send 'Sign Me Up' to 07897 017887

They will then be set up on LivePerson.



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Sign up for updates

WhatsApp icon

WhatsApp chat screenshot:

Cadent Gas: Hello, I'm your Liaison Officer from Cadent Gas. I stopped by to discuss the work in your area.

User: I was at work, what's this about?

Cadent Gas: Sorry I missed you, we are undertaking essential gas replacement work, so all you don't get cut off for regular updates via Whatsapp.

User: That would be great!

Your Liaison Officer is:

To receive the updates, send **"Sign me up"** via **WhatsApp** to **07897 017887** or email **Customercareeastern@Cadentgas.com**

View our privacy policy at <https://cadentgas.com/privacy-and-terms/privacy-policy>

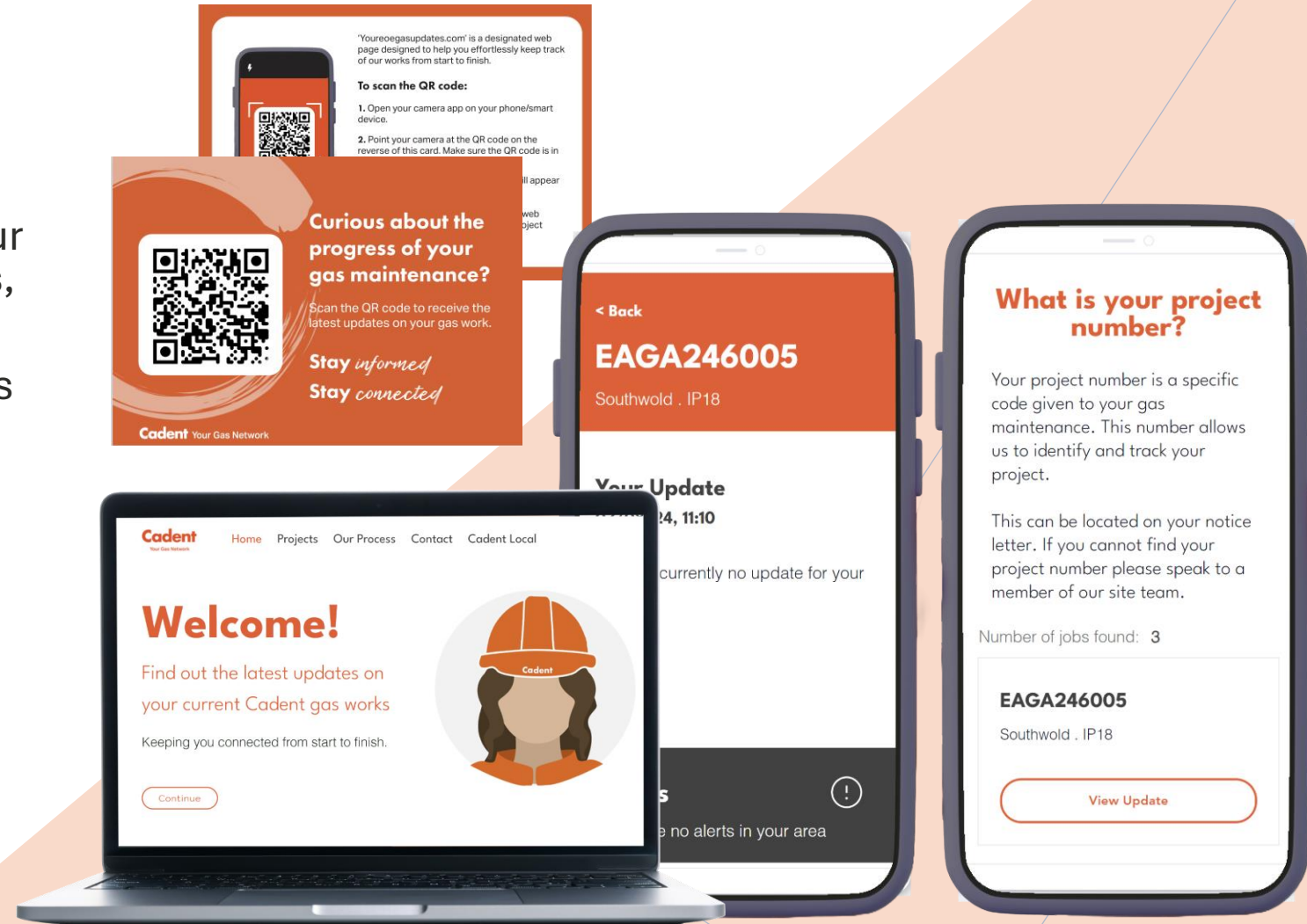
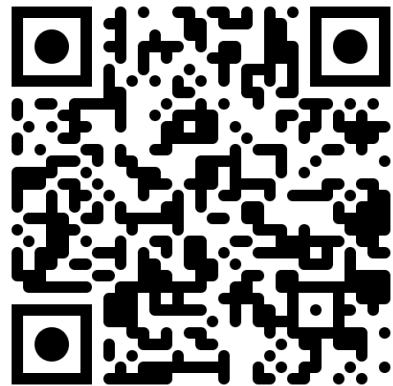
MRP-3-1/21EOE Whatsapp

Our Customer Communications

Bespoke Website

'YourEOEgasupdates.com' is a bespoke website that will provide updates on your project. As well as outlining our process, and FAQ's.

To gain access to the website customers can scan the QR code or access it via a URL link.



Our safety standards

Prioritising Health and Safety

The way we deliver our work is governed by a single, straightforward operating principle:

‘We work safely or not at all’

The health and safety of our customers, members of the public and our employees is of paramount importance to us. Sitting at the centre of everything we do.

We ensure this by:

- **Empowering all our employees to challenge and stop anything they see that might breach any safety protocol.**
- **Enforcing a safety - first mentality across all our teams.**

Our commitment to you is that we will continue thinking and acting this way during our work in your communities.



04. Discussion Points

Customer Drop – In Session

We are able to implement bespoke drop – in sessions to engage with the wider community.

This is an opportunity where anyone who has a query can come and talk to a member of a team. Held in a relaxed, local location, that's accessible to all affected customers.

Would this be beneficial for the residents of Southwold and Reydon?

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Thankyou

Any questions?

