

SEVERN

TRENT

WONDERFUL ON TAP

AN UPDATE ABOUT YOUR GAS SUPPLY

What has happened?

With many utilities sharing the same space under our streets and roads, from time to time an issue on one asset may impact others. Over the weekend, we identified and quickly repaired a leak on a water main in Vernon Road, Nottingham, which didn't impact any of our customers in the area. However, we understand some of the water has made its way into Cadent's gas network resulting in a loss of gas supply. Cadent have repaired their gas main and have been working to restore supply to all customers in the affected area.

How might this impact you?

This incident may cause either of the following issues at your home:

- A temporary disruption to your gas supply due to low pressure on the gas network. However, we understand that Cadent have repaired the gas supply and all customers should be back on supply.
- A disruption to your gas supply due to water getting into the gas network. Cadent may perform some pumping on their network to remove any water. This could temporarily disrupt gas supply. Also, water could make its way to the local supply pipes and impact individual homes directly.

If you have been impacted

If you have been impacted by an interruption to your gas supply, you should contact Cadent who operate and maintain the gas network in your area.

They report all incidents at <https://cadentgas.com/news-media/news/june-2024/basfordwateringress>. Cadent will automatically pay compensation to a property that has been without gas for more than 24hrs. Please see website for more details.

If you are concerned water may have passed your gas meter what should you do?

How will you know?

You may hear a bubbling or gurgling sound at your gas meter, your boiler pilot light may go out, or you may see or hear small amounts of water spitting from your gas hob or gas fire. If this happens, turn off gas appliances immediately to prevent damage.

Cadent engineers will be visiting all impacted customers and if you believe water has gone beyond the gas meter please call Aspect who are our qualified gas engineers working on behalf of Severn Trent Water. The number to call is 07730 090881 to arrange for one of our team to come and perform a check of your gas supply and appliances. They will be able to establish if any water has passed your meter, flush the system and identify any issues with appliances.

What should you do if your boiler has been damaged?

We understand how important boilers are in keeping your house warm and heating water for showers and baths. We will have a team of qualified gas engineers from our partner Aspect on site for the next few weeks. If they identify that your boiler has been damaged, we will arrange for a repair or replacement. We will, of course, have to prioritise elderly and vulnerable customers and therefore we cannot guarantee how quickly we will be able to perform this work, however we will try and give you an indication of timescales if we need to carry out any work.

If our timescales don't work for you, then you have two other options, which may provide a quicker outcome:

- Provide your contact details to our engineers from Aspect and allow the engineer to log this with us, so that a claim can be set up. We will then have all the details of the appliance to be repaired and will know that it has been damaged. This then means we will only need a quotation and confirmation that the appliance is being replaced on a like for like basis. You can arrange for your own engineer to perform the repair and call our claims handlers directly on 01924 428703 to arrange payment. OR
- Contact your home insurer who may provide cover for your damaged appliance. They may also be able to arrange an engineer for you. Your home insurer will recover costs from us directly.

What should you do if your appliances have been damaged?

We know that the location, style preference and existing installation set up makes it very difficult for our team to source and replace other appliances to suit all customers preferences. Therefore, if our engineers find that any other gas appliances have been damaged by water, we will ask them to provide details of the appliance, along with your contact details. You can either:

- Source a like for like replacement appliance and arrange for your own engineer to perform the installation. Once you have shared the quotation with us for approval, we will refund you for the installation costs, and the higher of the depreciated value of the appliance, or at least 70% of the cost of a new replacement. OR
- Contact your home insurer who may be able to arrange for a replacement appliance and installation for you. Your home insurer will recover costs from us directly.

As our engineer will have inspected your appliances, we will have a claim set up for your address. Once your insurer has arranged for a replacement appliance, you can either ask them to recover your excess for you or ask them for proof of excess so that we can pay this to you directly.

If you are vulnerable, and / or don't have home insurance please contact us as soon as possible on 01924 428703 and we will be able to explain how we can help.

We'd like to thank everyone for their patience and understanding, as our teams continue to support Cadent and our customers directly impacted by this issue.



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