

# Keeping you safe and warm

We offer a number of free services to keep you safe, warm and independent in your own home.



In partnership with  
**CARERS  
TRUST**

**Cadent**  
Your Gas Network



# Priority Services Register

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



## How does it work?

Depending on your circumstances, being on the PSR gives you access to a variety of free services, including:

- Alternative facilities for cooking and heating in a gas emergency.
- Bills and information from your energy suppliers in different formats i.e. large print.
- A 'Knock & Wait' service, making home visits more convenient and easier, allowing you extra time to get to the door.



## Who can join?

The PSR is available to join if you or someone you care for in your household have:

- A chronic or serious illness.
- Are dependent on medical equipment including oxygen.
- Have poor mobility, sight, hearing, smell or speech difficulties.
- Are not able to communicate in English.
- Would benefit from extra support in the event of an interruption in their energy supply as they have young families with children under five or are of pensionable age.

**It's really easy to join and is FREE of charge.**

**Simply talk to us!**

## Next steps

### 1. Have you been made aware of the PSR and are already signed up?

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If you have been registered, then there is no further action required.

### 2. Have you been made aware of the PSR and are now interested in joining? Here's what to do:

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At Cadent we're more than happy to help you register. You can either complete our online form at [cadentgas.com/PSR](https://cadentgas.com/PSR), give us a call on **0800 389 8000** or email [wecare@cadentgas.com](mailto:wecare@cadentgas.com) and one of our team will be happy to help.

If you ask us to register your PSR details, we will do so via your electricity network. Once registered, your electricity network will send you a welcome letter, this will include a number to call if you have any questions.

If you are not in our network, or you prefer to register your PSR details yourself, you can contact your energy supplier(s) either on the phone or visit their website to register online. You can also register directly with your electricity network operator and you can find out who this is by going to [FindMyGDN.co.uk](https://FindMyGDN.co.uk) and input your postcode.

Please note: If you are a dual fuel customer, meaning that one company provides both your electricity and gas, you only need to register once. If you have two separate suppliers for your electricity and gas, it is recommended that you register with both suppliers. If you need someone to register on your behalf, we advise they contact your supplier and explain your situation, your supplier will want to speak to you to gain verbal consent unless there is a relevant Power of Attorney in place.

## The PSR promise

With your consent, we'll keep and share your PSR details across the energy industry, including gas and electricity suppliers, energy networks and meter operators. In the event of an emergency, your details may also be shared with trusted charities such as the British Red Cross. Your PSR details will never be used for general marketing.



## Helping you save energy and maximise your income

Here are some tips and advice for some simple ways to save energy, and help you lower your bills.

*Turn down the thermostat by just 1 degree.*

### FACT

Turning down the thermostat by 1 degree will cut your energy bills, and you probably won't feel any difference.

*Change to LED bulbs – they last longer and use less electricity.*

### FACT

If you switch to an LED lightbulb, you can save around £12 per year for each lightbulb, based on using the lightbulb for five hours per day. We have lots of bulbs in our homes, so this can really add up!

*Take short showers instead of baths - short showers use much less water and require less energy.*

### FACT

Spend a minute less in the shower, and you save between £5 to £10 a year on energy costs. If you are on a water meter, you will cut your water bill too.

*Only fill your kettle with as much water as you need.*

### FACT

Unfortunately, making a cuppa and using your kettle is very energy intensive. Filling your kettle with only what you need each boil saves time and cash!

*Dry your hair naturally*

### FACT

Appliances that heat things up tend to use the most electricity, so limiting how much you use them saves loads!

*Turn it down.*

### FACT

Just turning your washing machine setting down from 40C to 30C can save heaps of energy. If your house is above 18C, try turning your room thermostat down by 1C too, that would take 10% of your heating bill!

*Remember to turn your appliances off and don't leave them on standby - Appliances in standby mode still use energy.*

### FACT

Items on standby make up about 10% of a typical home's electricity bill – that's £50-£86 a year.

For more information regarding energy advice please visit: [simpleenergyadvice.org.uk](http://simpleenergyadvice.org.uk)

**Ensure you are receiving the benefits that you are entitled to.**

Our benefits calculator easily and quickly identifies any benefits you are entitled to claim to help increase your income and improve your situation. It's free to use and the details you provide are kept anonymous. Make sure you're not missing out with our free online calculator [cadentgas.com/benefitscalculator](http://cadentgas.com/benefitscalculator).



# Carbon Monoxide

Faulty gas appliances can release carbon monoxide. This is a colourless, odourless and tasteless gas, making it difficult to detect. Exposure to carbon monoxide can be very harmful.

Carbon monoxide is produced when fuels including gas, oil, coal or wood don't burn properly. All gas appliances can cause carbon monoxide including free-standing gas heaters, gas cookers and gas fires.



## Who is at risk?

Carbon monoxide is harmful and potentially fatal. It can affect anyone, so it's important to know the signs and symptoms to look out for.

The symptoms of carbon monoxide poisoning are similar to viral infections, tiredness or a hangover, but if your symptoms lessen or disappear when you're out of the house, it might be carbon monoxide poisoning. However, seek medical help if you experience the following:

- Headache
- Dizziness
- Breathlessness
- Nausea or feeling sick
- Collapse
- Loss of consciousness



## Minimising the risks of carbon monoxide

To reduce the risks you need to:

- Fit audible carbon monoxide alarms within your home.
- Ensure all gas appliances are properly installed and have them serviced annually by a Gas Safe Registered engineer.
- Ensure all chimneys and flues are cleaned annually to prevent blockages.



## What should I do if I suspect carbon monoxide?

- Open all doors and windows.
- Move outside into fresh air.
- Call the National Gas Emergency Service FREE on **0800 111 999\***.

**Find out more at [cadentgas.com/CO](https://www.cadentgas.com/CO)**



## Locking Cooker Valve

Working together to help you care at home.

Our locking cooker valve is a simple device which helps to protect those who are unable to operate their gas cooker safely and providing reassurance to family, friends and carers.

It allows the gas supply to be turned on and off really easily. It can prevent gas accidents such as the cooker being unintentionally turned on or left on.

Carers can turn the valve off and on by simply using a key so the gas cooker can be used safely with supervision.

We're proud to offer this service completely FREE to our customers. If you care for someone and know they could benefit from a locking cooker valve, just call our Customer Care Team on **0800 389 8000** or visit [cadentgas.com/lcv](https://www.cadentgas.com/lcv)

## Your gas network

We bring gas to 11 million homes and businesses throughout the North West, West Midlands, East Midlands, South Yorkshire, East of England and North London.

We work hard to ensure our customers and their loved one's safety by offering a number of free services to keep you safe, warm and independent in your own home.

If you live outside our network, your gas distribution network can help you with these services. To find out who they are visit [FindMyGDN.co.uk](https://www.findmygdn.co.uk)



**We would like to hear from you**

If you would like further information about our services please don't hesitate to contact us

**Call us: 0800 389 8000**

**Email us: [wecare@cadentgas.com](mailto:wecare@cadentgas.com)**

**Visit [cadentgas.com](https://www.cadentgas.com)**