

Hydrogen Village Factsheet:

6 Supporting our customers

At Cadent, we put our customers at the heart of everything we do.

We understand that, due to the changes required for the Hydrogen Village programme, you or your loved ones may need extra support whilst our works are taking place. This factsheet advises on what we're doing to support people who live and work in Whitby and the services you can access if you might benefit from some extra help.

Supporting the Whitby community

At Cadent, we are committed to keeping our customers safe, warm and independent in their homes and, as part of this, we want to raise awareness amongst all customers about the range of additional support available.

Throughout our engagement with the Whitby community so far, we have been working with you to identify the individual needs of local residents and businesses, allowing us to understand what support individuals and households might need if the programme takes place here.

This has included raising awareness about the **Priority Services Register (PSR)**, which is a way for gas and electricity companies to know who needs extra help. It supports those who have extra communication, access or safety needs to gain equal access to the best possible service at all times. It helps us ensure that you can get the care that you deserve if you find yourself in a vulnerable situation.

We have also held workshops with customers in vulnerable situations to gain their views on the programme and better understand what support they might need in the future.

Working in partnership

Cadent works closely with a diverse range of partners to develop the right services and to make sure we help those who need it most.

When one of our engineers visits your home and recognises that you could possibly be missing out on safeguarding services available, we can put you in touch with trusted third-party organisations such as Age UK, the Fire Service, the British Red Cross; along with many others who can provide specialist support.

You can find out more about who we work with overleaf.

Did you know?

We've supported over 50 households in Whitby to register for the PSR.

Got any further questions?

Call us on 0800 035 3371 (Freephone), send us an email at enquiries@hydrogenvillage.com or pop in to see us at the Hydrogen Experience Centre, McGarva Way, Whitby CH65 9AB

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Initiatives to keep you safe and connected

Priority Services Register

The PSR is a free service, designed to make it easier for those who need a little extra help. It helps energy companies to look after customers who have extra communication, access or safety needs. It also helps us tailor our services to support households who may need additional support.

Want to register? You can find out more about the eligibility criteria in your Hydrogen Village Handbook: hydrogenvillage.com/hydrogen-village-handbook

Be scam aware

Scams come in many forms and affect the lives of millions of people across the UK on a daily basis. We've been handing out information to residents about how to spot scams – and remember, when one of our engineers arrives at your door, they will make every effort to contact you in advance and will always show you their identification card. You can also provide us with a password for future visits, giving you or your loved one peace of mind that our call is legitimate.

Carbon monoxide alarms

Every resident and business in Whitby is eligible for a free carbon monoxide alarm when they have their in-home hydrogen assessment for the Hydrogen Village programme. These alarms are the most effective way to detect carbon monoxide in the air and alert you to the presence of the dangerous gas. The good news is, hydrogen doesn't produce carbon when it burns as a fuel, so hydrogen boilers will eliminate the risk of carbon monoxide poisoning that natural gas boilers pose today.

Citizens Advice Cheshire West

We have commissioned your local Citizens Advice service to provide residents in the programme area with impartial and confidential advice. To find out more or get in touch, please visit: citizensadvicecw.org.uk/hydrogen-village

Further information

Please visit hydrogenvillage.com/information-hub where you'll find our handy information library on all things hydrogen.