

Cadent Gas Limited (“Cadent”) Small Business Compensation Claims

Why is my business being affected?

Cadent is investing in the network to replace, maintain and improve our service to ensure we provide safe and reliable energy. The work we invest on our network will reduce the amount of unplanned work that is carried out thereby reducing the number of interruptions to our domestic and business customers.

Cadent always strives to minimise any disruption to the local communities wherever possible by working as efficiently and safely as possible. While we are working, we want local businesses to operate as normal and our Loss of Business Customer Care team on 0845 757 3202 are available Monday to Friday 09:00 to 17:00 to help if you have any questions. Alternatively they can be contacted via email at Box.CS.busclaims@cadentgas.com.

How do I claim compensation for my business?

Qualifying businesses can claim for compensation for loss of gross profit subject to meeting a number of criteria in The Gas (Street Works) (Compensation of Small Business) Regulations 1996 (“The Regulations”). A summary of the criteria can be found below for your information.

If your business is showing a clear loss of gross profit and you think you qualify, please complete the enclosed Small Business Compensation Claim form and send it to our Loss of Business Customer Care team with your supporting information. A summary of the supporting information required can also be found below for your information.

Enclosed within your Small Business Compensation Claims Pack is a guidance document which provides further detail regarding the claim process and information required.

A business cannot recover any indirect costs, such as legal or professional fees, in addition to the loss of gross profits and must at all times take steps to minimise any losses wherever practicable. If you have any questions or would like any support, please do not hesitate to contact the Loss of Business Customer Care team.

What are the criteria to qualify?

1. A clear loss of gross profit as a direct result of our gas street works and not other factors such as economic downturn, loss of key staff, a new competitor opening, an act of God etc.
2. The business must depend on direct custom to the premise to enable normal trading
3. The business has remained open for trade for the duration of the gas street works



4. Our gas street works must have taken place for more than 28 consecutive days
5. The business must have an aggregate annual turnover less than £1 million, as at 1996 prices (Aggregate annual turnover threshold is currently £1.777 million as of March 2017)
6. The loss of gross profit must be more than 2.5% of the aggregate annual turnover of the business, or group, for the financial year ending before the completion of our gas street works (minimum £500 claim also applies)
7. Written intent of your initial intention to claim must be submitted within 3 months of the completion of our gas street works
8. Required information must be submitted within 6 months of the completion of our gas street works (this includes all required supporting information to support the claim)

What supporting information is required for my claim?

1. Previous annual accounts (preferably audited accounts if available) for the three years before the claim. If the business has been trading for less than three years, accounts from the beginning of trade will be required along with a business plan to demonstrate forecasts
2. Accounts for the year in which the disruption occurred to support the final settlement
3. If the business is not required to produce audited accounts, the original figures as submitted to HM Revenue & Customs will be required, and also copies of the VAT returns for the periods in (1) and (2) above should also be provided
4. Balance sheets for three years before and during the claim period
5. Breakdown of the sales and number of transactions per week for the three years before and during the claim period, or alternatively enclosed within the Small Business Compensation Claim Pack is a data sheet example. Please contact the Loss of Business Customer Care team if you would like an electronic version to complete. If weekly figures are not available, monthly figures may be accepted
6. Business statement of losses incurred and how the business has calculated the loss
7. Confirmation whether the business is registered for VAT purposes and whether the sales figures provided are inclusive of VAT or not

We reserve the right to complete additional investigations, request additional information to support the validation of the claim, or audit any original books or documentation to verify the claim. Where appropriate, we may also request copies of licenses, permits, or certificates you hold.

The information you provide may be shared with our independent 3rd party claims consultants who we may appoint on our behalf to validate claims and any information will be treated as strictly confidential.

It should be noted that the HM Revenue & Customs and our regulator have a right to request details and audit any compensation payments.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)
*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 6



Small Business Compensation Claim Form

To be completed and signed by an authorised business representative

Your details

Name (Mr / Mrs / Ms)	
Business position	
Telephone number	
Email address	

Signature The information provided in support of this claim is accurate and true to the best of my knowledge	
Date of signature	

Business details

Business name	
Business address	
Other business locations/shops, or similar trading business locations/shops	
Business opening hours	
Telephone number	
Email address	
VAT registration number	
Company number	



Description of business	
Description of how the business trades (E.g. appointments, passing trade, website, types of clientele, frequency of transactions, etc.)	
If subsidiary or part of a group, provide parent or group details	
Business interruption insurance, provide certificate, policy and name and contact details of insurer	

Disruption details

Disruption start date	
Disruption end date	
Cadent project reference (Only if known)	
Total claimed loss of gross profit (£)	
Brief description of the impact of our gas street works on your business	
Steps taken by the business to minimise the impact of the interruption to the business	



Location of your business

Please provide a diagram or Google Maps Screen shot demonstrating the location of your business in relation to the gas street works, including the locations of any traffic lights, road closures, one-way systems, diversions etc. Please contact the Loss of Business Customer Care team if you require any support or information regarding the gas street works.

Please also provide, if available, any photographs or other supporting information with your claim.



Other information

Please use this page to provide any other information in support of your claim.

For example; a statement of facts, summary of evidence, how you have calculated the losses, etc.