



Complaint Handling - Gas Main Replacement Programme

Challenge

During the replacement programme we encountered a vulnerable customer that was without a gas supply over two days in the winter. The customer was also on the PSR register, so the importance of getting them back on supply was at the top of our priorities. Cadent had received a call from the customer and raised this as a complaint - it was then passed over to VOCON Energy to get this sorted.

Action

Upon arrival, our engineer, Chris, had noticed that there was no gas to the main, meaning we could not restore their gas that evening. Chris prepared ensured the customer was left with a heater and hot plate for the night and promptly arranged with Cadent to re-attend the following day to put gas to the main.

When the team re-attended the next day, they discovered that they had already reinstated the ground, resulting in another visit being required to excavate again. As this delayed the customer getting back on supply, VOCON Energy maintained regular contact to keep them up to date throughout the process and ensured we had an engineer available to get this customer back on supply as soon as there was gas to the main.

Finally, there was gas to main and our engineer attended, but it then appeared that the customer had an issue with their boiler as it would not relight. Typically, this would be the customer's responsibility to arrange repairs, however with over 20 years of experience in the plumbing and heating sector, Chris resolved the issue without hesitation due to the sensitivity of this complaint.

CLIENT:

Cadent

PROJECT LOCATION:

Northampton

PROJECT DESCRIPTION:

VOCON Energy Ltd are working with Cadent on their gas mains replacement programme. Our engineers have the most crucial part of the process which is getting the customer's back on their gas supply by purging and relighting the boiler. Every day can be a challenge within this industry with situations such as the meter needs to be moved from internal to external, customers not being in the property for us to carry out the P&R meaning we will need to return at their earliest convenience and many more.

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I nominated the fitter for a customer award, well done to him
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