

Dear Kersti,

We thought you might be interested in seeing the correspondence below from Tom Bell. You recall that you urged us to take our concerns to him and the GDNs. As you can see we have not made any progress.

It is clear, as we warned during our meeting, that GDNs do not see CO as a significant enough problem to take our sensible requests seriously.

It is also clear that without your direct, coordinated intervention & attendance at these meetings GDNs will effectively ignore the opportunity to work meaningfully together. Indeed apart from kindly sponsoring our schools CO awareness poster campaign (which the GDNs have since taken over and now run which we are very pleased about), we see them taking no action as this correspondence with Tom Bell confirms.

This was entirely predictable. In our opinion you are expecting too much of a voluntary group unless you actually attend & encourage coordination & action.

We therefore ask you to review our discussions, agree that our requested dialogue with GDNs has achieved essentially nothing and intervene & actually attend these GDN meetings, without which NOTHING significant will happen.

You may also recall that you told us that Ofgem had no powers over the suppliers (see attached our notes with relevant part highlighted in red). However, we have been informed by the House of Commons research department that Ofgem does indeed have power over the suppliers  - please see attached.

So, either Ofgem doesn’t have the powers or it does, but chooses not to use them. Surely you must let us know which is it?

I cannot emphasise more our need to know this. As before, in our opinion Energy UK members will not do anything significant to reduce CO incidents other than their limited & ineffective annual Be Alarmed campaign, unless told by OFGEM to change their attitude. We believe you clearly do have the power to do this so please take action immediately before winter heating means more preventable deaths and injuries.

I am copying in Dermot Nolan CEO of Ofgem because we have asked him continually for a meeting since June 2016 and perhaps he could resolve these issues for us? We remain a small charity with no guaranteed funding, run almost entirely by volunteers, yet work to prevent deaths and injuries from unintentional carbon monoxide poisoning, are the only body to collect, collate and publish data of these deaths and injuries from all fuels (since 1995 and ongoing) and seem to be the only body to provide victim support. In our opinion victim support, as well as being something that should be done for its own sake, also informs our data and our practical suggestions for preventing these tragedies.

Yours Sincerely

Stephanie Trotter, OBE, Mrs. President & Director CO-Gas Safety

Please watch our one minute film about Sue who had carbon monoxide poisoning – could save your life <http://www.co-gassafety.co.uk/one-survivors-story/>



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From Left to Right:- Host, Russell Kane, Roland Johns CO-Gas Safety, Stephanie Trotter, OBE President & Director CO-Gas Safety, Adrian McConnell representing the GDNs & Presenter is Chris Bielby, Director of Industry Liaison, SGN

Stephanie Trotter, OBE (Mrs)

President & Director of CO-Gas Safety

CO-Gas Safety is an independent registered charity run almost entirely by volunteers.

[www.co-gassafety.co.uk](http://www.co-gassafety.co.uk/)

Company Number 3084435

Charity Number 1048370

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**From:** Tom Bell [mailto:tbell@northerngas.co.uk]
**Sent:** 21 September 2017 14:49
**To:** Jonathan Kane <jonathan.kane@kane.co.uk>
**Cc:** Stephanie Trotter <office@co-gassafety.co.uk>; Adrian McConnell <adrian.mcconnell@energynetworks.org>
**Subject:** Re: Meeting on the 31st July

Jonathan/Stephanie

regarding the points that you raised previously at our meeting, I can give some updates on progress, but I suspect not what you would want to hear

1 Lack of CO Awareness

The outputs from the scoping work regarding possible costs and benefits of a National campaign were discussed with the GDN collaboration group, we as a group were not able to support further work on the idea of National TV advertising, largely as the costs were high, and from information available to us, we could not correlate the costs and direct benefits, as such we agreed to provide information and update to Ofgem, which we did recently.

We provided all available information along with an overview of our current actions and plans, but did not suggest to ofgem that we would be following up this matter.

We did agree that we would invite CO gas safety to a GDN meeting where we will work through our information ongoing CO promotional work, you will receive an invite to attend, hopefully along with an Ofgem representative.

The work however has been of benefit, we are currently collating data to get a better picture of CO knowledge to help develop our future plans.

additionally the profile and engagement has resulted in more coordinated activities with Suppliers.

2. Lack of ability by consumers to find out which appliance, if any, is emitting CO (gas emergency service and CMDDA1 leading to lack of data and a lack of justice) - why don't GDNs offer and be paid for this service?

This was discussed at the last meeting, with concern raised that this may be anti competative and outside our licence abilities, further information is being consisdered, and we will revisi this in October

3. Lack of national & comprehensive emergency callout data, CO or otherwise, with historic comparisons.

We are looking at data that we have available, and will consider this further, but most likely this will be limited to information that we hold rather than information regarding collation of follow up work by third parties, did you review the data that I sent you to consider if it would be of use to you?

4. Gas Smart Meter programme

we continue to monitor  activities  associated with Smart Metering

5. Lack of victim support for its own sake and to find out what is going wrong.

At the GDN meeting this was raised, but, was not concluded, this is to be revisted in October, but I feel that currently we would not be able to support this, however full discussion and consideration will be given.

I shall provide further update and invitations as available

Regards Tom

Tom Bell

Head of Social Strategy

Northern Gas Networks

Office 0113 397 5319.

Mobile 07883 099619.

1 Lack of CO Awareness

Thank you for sharing info on the project to cost a comparable Tommy McCanary campaign in UK – I noted approx 7MGBP v 500K euros in Ireland excl creative work – 3M for TV, 1M radio, 1M social media & 0.5M “On Demand”.

I understand CARAT agency will refine their study using yougov’s 300K consumer poll & other sources to better target consumer groups.

Please note our concern targeting groups (elderly, students, etc) can be counter productive simply because of the nature of CO poisoning – one faulty appliance might poison students & elderly AND a family next door – its indiscriminatory nature is its very problem, as Stephanie’s data points out ..

Please also note a significant influence on such targeted groups are older / younger family members – kids may be on social media but parents watch TV and are more likely to do something than wayward offspring, speaking from experience .. !!

Regardless, I was delighted such a campaign might be funded via Ofgem’s Network Innovation Competiton rather than RIIO’s DRS – Thank you for explaining how this only retroactively rewards GDNs with no certainty of reward, given funding availability within specific application windows.

We really hope this will happen as we cannot see another way to properly alert consumers about fuels that can kill or injure if not handled correctly – We also strongly believe Energy UK MUST play their part & not simply run campaigns that pay lip service to creating awareness.

Please let us know what help you need (perhaps with Ofgem, etc?) to see this through.

Further discussions to be held to consider next steps, this is likely early September due to availability, all information is very indicative at this stage

2. Lack of ability by consumers to find out which appliance, if any, is emitting CO (gas emergency service and CMDDA1 leading to lack of data and a lack of justice) - why don't GDNs offer and be paid for this service?

I hope you will see for yourself how hard it is to find a registered engineer with CMDDA1 via GSR’s website – I know this sounds bizarre but, as Stephanie has endlessly explained to GSR’s CEO & Stakeholder Mgr (Jonathan Samuels & Sarah Hill), it really is a nightmare, especially for poisoned consumers or those trying to help family or friends, etc – Please see CO-Gas safety’s website to understand how hard this really is ..

Since this won’t change anytime soon, can GDNs offer this service using ESPs who may have downtime? It could be funded by charging consumers (GSR CMDDA1 qualified engineers already do) or may be a free service GDNs choose to offer customers.

Either way, could a trial project be run & /or discussed with CO-GAS Safety beforehand?

Raised to be considered further, your additional information was circulated to the group

3. Lack of national & comprehensive emergency callout data, CO or otherwise, with historic comparisons.

Thank you for looking at this – We would really like annual reports with prior year comparisons of total callouts, splits between gas leaks & CO, repeat visits to same properties, etc.

We’d also like GSR engineers to report back to the ESP what was wrong, which appliance was at fault and whether / how fixed. I understand your project with National Energy Action Group on impact of “turn offs” might be modified to consider this.

Please will you keep CO-Gas Safety informed about whether / when either might happen?

Raised to be considered further, I did agree to send you some information, so you could consider if its appropriate, please review this information, but do not make this available beyond CO-gassafety, I shall contact you further on this matter.

4. Gas Smart Meter programme

We discussed GISG’s concern for “unconfirmed” tightness testing by inexperienced operatives & their subsequent unknowing potential exposure to CO when relighting appliances - Can GDNs join forces & lend their weight?
Can GDNs differentiate emergency call out data to quantify smart meters issues to judge the size of the problem?

Otherwise, don’t we have the potential for umpteen “Grenfells” .. ?

Please let us know if either / both might be possible

Raised to be considered further.

5. Lack of victim support for its own sake and to find out what is going wrong.

We discussed lack of industry support for CO victims, whose only recourse is underfunded charities like ours.

We also noted our own funding situation following transfer of the poster competition to GDNs.

Can we not agree a victim support programme funded by GDNs in return for defined SOPs? Will GDNs understand why CO-GAS Safety performs victim support & data collection as a self learning circle to understand & solve reasons for CO poisoning, however they occur?

 Raised to be considered further.

Finally, very best of luck for your Great North Run & I hope last night’s was enjoyable- it was very enjoyable and I followed the route you suggested with ease, but I did ache the day after!

Very best wishes

Jonathan

From: Stephanie Trotter<mailto:office@co-gassafety.co.uk>
Sent: 25 July 2017 14:30
To: Tom Bell<mailto:tbell@northerngas.co.uk>
Cc: Jonathan Kane<mailto:jonathan.kane@kane.co.uk>; Stephanie Trotter<mailto:office@co-gassafety.co.uk>
Subject: RE: Meeting on the 31st July

Hi Tom
Thanks very much indeed.
We will be most interested to hear about your meeting with Ofgem if it's relevant to our issues which we hope it will be.
Our suggestions are:-
1. Lack of awareness of CO.

2. Lack of ability by consumers to find out which appliance, if any, is emitting CO (gas emergency service and CMDDA1 leading to lack of data and a lack of justice) - why don't GDNs offer and be paid for this service?

3. Lack of national & comprehensive emergency callout data, CO or otherwise, with historic comparisons.

4. Lack of victim support for its own sake and to find out what is going wrong.

Do you have any matters you wish to discuss with us?

Best Wishes
Stephanie

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-----Original Message-----
From: Tom Bell [mailto:tbell@northerngas.co.uk]
Sent: 25 July 2017 09:29
To: Jonathan Kane <jonathan.kane@kane.co.uk<mailto:jonathan.kane@kane.co.uk>>; Stephanie Trotter <office@co-gassafety.co.uk<mailto:office@co-gassafety.co.uk>>
Subject: RE: Meeting on the 31st July

Thanks, that should work, I have a meeting at ofgem at 1.00, so 3.00 should be fine and added bonus, its close to ofgem

Have you an agenda you want to work through?

Regards Tom

-----Original Message-----
From: Jonathan Kane [mailto:jonathan.kane@kane.co.uk]
Sent: 24 July 2017 16:51
To: Stephanie Trotter <office@co-gassafety.co.uk<mailto:office@co-gassafety.co.uk>>; Tom Bell <tbell@northerngas.co.uk<mailto:tbell@northerngas.co.uk>>
Subject: RE: Meeting on the 31st July

Hi Stephanie,

Fine for me, assuming OK for Tom.

Jonathan

---------------------------------------------------------------------
Jonathan Kane
Chief Executive Officer

Office: +44 (0) 1707 375550 | Fax: +44 (0) 1707 393277

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From: Stephanie Trotter [office@co-gassafety.co.uk]
Sent: 22 July 2017 09:29
To: Tom Bell (tbell@northerngas.co.uk<mailto:tbell@northerngas.co.uk>)
Cc: Jonathan Kane
Subject: Meeting on the 31st July

Hi Tom
Thankfully Jonathan can now make Monday the 31st July so can we meet at 3.00 p.m.?

I put forward the possibility of tea at the Marriott at County Hall (<https://www.marriott.co.uk/hotels/travel/lonch-london-marriott-hotel-county-hall/> ) but you might prefer somewhere else? I’ve sometimes dropped in there on the way back from Westminster meetings and they are quite welcoming and it’s peaceful.

Best Wishes
Stephanie

Please watch our one minute film about Sue who had carbon monoxide poisoning – could save your life <http://www.co-gassafety.co.uk/one-survivors-story/>

[cid:image001.jpg@01D302CA.03FABE10]
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