

Gas Safety

Stay safe

In order to keep your home safe, you need to do annual gas appliance checks and always remain vigilant.

Never repair your gas appliances yourself, it might be dangerous. Moreover, if you suspect anyone tampering with gas meter at your premises or in your neighbourhood, you must inform relevant bodies or simply call us. Stealing gas might be dangerous as it can cause gas leakage which might follow to a fatal explosion.

Stay Energy Safe (anonymous gas or electricity theft reporting):

t: **0800 023 2777**

www.stayenergysafe.co.uk

TruEnergy:

t: **0800 433 7278** (gas or electricity theft reporting)

Gas leakage

If you smell gas, call the National Gas Emergency Service on **0800 111 999** immediately. Do not call from a mobile phone as this may create a spark which could ignite the gas. Go outside or use a neighbour's phone.

If you suspect a gas leakage, you should:

- Check the pilot light on your boiler, then turn all gas appliances off. If the pilot light remains on there may be a gas leak.
- Turn the main gas tap off. You can do this by turning the emergency control valve on the pipe leading into the meter to the 'OFF' position. The gas supply is off when the rigid line on the spindle is across the pipe.
- Open doors and windows to clear the gas.

Do not use any electrical appliances. This includes turning light switches on or off and using doorbells, mobile phones, or any other electrical switches.

Do not smoke, light a match or use any other kind of naked flame.

Carbon monoxide

You might not smell gas, but be poisoned by carbon monoxide. Every year there are around 30 people that die from carbon monoxide poisoning and even more are poisoned without knowing it.

You might feel being sick constantly during winter period, for example, having headache, nausea, dizziness or lethargy. If this is continuous and people living with you feel similarly, but you all feel better while not staying at home, you might be poisoned by carbon monoxide.

If you believe that you are poisoned by carbon monoxide, you must get in touch with your doctor and later on with us (your supplier) in order to fix the gas appliances.

Rented properties

If you live in a rented property, your landlord is responsible for gas appliances to be safe. You can demand for annual safety checks on gas appliances in the property and arrangement for engineer to fix any faulty gas appliances.