



GAS SAFETY ADVICE

Gas Safety and You

You should let fresh air circulate if you're using gas, oil or solid fuel appliances. Don't block off ventilation in the rooms they're in as fresh air needs to circulate for your appliances to be safe.

I can smell gas

If you smell gas or think you have a gas leak, call the National Grid Emergency number on **0800 111 999**. Lines are open 24 hours a day, every day, including Bank Holidays. You should also:

- Ventilate the property by opening all doors and windows
- Avoid using any electrical equipment within the property (including light switches/mobile phones)
- Avoid using naked flames
- If you can, turn off the gas at the emergency control valve by the meter (it's normally turned off when the handle is at a right angle to the pipe)

What is carbon monoxide and what can I do about it?

Carbon monoxide is an odourless, colourless gas that causes accidental deaths of about 50 people, and seriously injures nearly 200 people in the UK each year. According to The Royal Society for the Prevention of Accidents (ROSPA), many more people are likely to suffer unknowingly from carbon monoxide poisoning, and the impact on health may well be underestimated.

Children, babies, pregnant women, and people with cardiovascular diseases are the most at risk. You can't smell or see carbon monoxide. However, you can install carbon monoxide detectors in your home as a safety measure.

These detectors immediately let you know when there's a high amount of carbon monoxide in the air. Available from many DIY and other stores, make sure to check that you are using detectors that meet the British or European Safety Standards.

The Royal Society for the Prevention of Accidents provides more information about carbon monoxide and how to stay safe on their [website](#).

The danger of gas leaks

It's important to know about the dangers of carbon monoxide and gas leaks:

- Carbon monoxide often comes from faulty gas

appliances which have not been properly installed or maintained

- Some of the early signs of carbon monoxide poisoning are: tiredness, drowsiness, headaches and pains in the chest and stomach
- Poisoning can result in lasting neurological damage

You can also look out for:

- Boiler pilot light flames burning orange, instead of blue
- Soot stains on or near appliances
- Excessive condensation in the room
- Coal or wood fires that burn slowly or go out
- People in the house suffering prolonged flu-like symptoms

Immediately stop using any gas appliances that you think are not working properly. By having a gas safety check, you will reduce the risk of these dangers. And in some cases, we can provide these checks for you.

Do I qualify for a free gas safety check?

If you're a gas customer and a homeowner, we may be able to offer you a free gas safety check. You are eligible for a free gas safety check if:

- You live with a child who is under 5 years old;
- You are of pensionable age, disabled or chronically sick and live alone
- You are of pensionable age, disabled or chronically sick and live with others who are all of pensionable age, disabled, chronically sick or under 18.

And

- You receive a means-tested benefit
- You ask us to carry out a free gas safety check for you
- You have not had a gas safety check at your premises in the last twelve months

For a gas appliance the check includes examining the effectiveness of any flue, the supply of combustion air, its operating pressure and/or heat input and that it is operating safely.

The safety checks will be carried out on gas appliances and gas fittings free of charge, by a person who has appropriate expertise and qualifications. By law, gas engineers must be on the Gas Safe Register and you should always ask to see their ID card.

What happens if anything fails the checks?

If an appliance fails a gas safety check, it will be disconnected and labelled to say that it's not safe. You must not use this appliance until it has been repaired or serviced by a qualified engineer. For further help or advice, please call our Priority Services Team free on **0800 269 450***.

Be gas safe

Go to www.GasSafeRegister.co.uk and visit [The Royal Society for the Prevention of Accidents](http://www.the-royal-society-for-the-prevention-of-accidents.org) for more information.

I rent my home, do I qualify?

If you rent your property, then it's your landlord's responsibility to ensure that the appliances are safe and that yearly checks are carried out.

You can find more information about the requirements and who they apply to at www.gov.uk/government/publications/smoke-and-carbon-monoxide-alarms-explanatory-booklet-for-landlords.

It doesn't look like I'm eligible for a free check, is there anything I can do?

If you're not eligible for a free safety check, make sure that your gas appliances are regularly checked by a qualified engineer. Gas safety in Great Britain has changed. CORGI gas registration ended in Great Britain on 31 March 2009. So don't ask for a CORGI installer. Ask for a Gas Safe Register™ Engineer.

By law, gas engineers must be on the Gas Safe Register and you should always ask to see their ID card.

How to contact us

If you smell gas or think you have a gas leak you should call the National Grid Emergency number on **0800 111 999**. Lines are open 24 hours a day, every day, including Bank Holidays.

For other enquires:

Website: visit www.greennetworkenergy.co.uk, log into your account and fill in our online contact form.

Email: care@greennetworkenergy.co.uk

Phone: Contact customer services on **0800 520 02 02**.

Lines are open between **8:30am-18:30pm Monday to Friday, 9.00am – 1pm Saturdays**.

Meeting your needs

We want to ensure that all our customers are treated fairly and receive the best possible service. If you need this leaflet in large print, Braille, or another format, please call our customer services team free on **0800 520 02 02**.