Keeping you safe and warm



Hello

Keeping our customers safe and warm is always our top priority. That's why we've included plenty of tips and information in this little leaflet to help you feel comfortable and protected in your home. And don't forget, if you need help, you can always give us a call on **Freephone 0800 912 29 99.**

A bit about us...

Every day our skilled and dedicated colleagues do their very best to keep our 7.5 million customers safe and warm, with a gas supply they can rely on and a level of service they can trust.

We don't sell gas, instead we use our 35,000 kilometre pipeline to transport gas to homes and businesses across Wales and the south west of England. It's a vital service, and one we're very proud to deliver.

Somewhere safe

Whether you stick it to your fridge or pop it in a drawer, keep this leaflet somewhere safe in case you need it in the future.

Keeping you safe

We also provide a gas emergency service 24 hours a day, seven days a week, 365 days a year. So if you smell gas, call Freephone 0800 111 999, and one of our skilled engineers will be with you as soon as possible, to keep you safe.

Staying safe

when you smell gas

We know that safety is your number one priority – it's ours as well.

Here's what to do if you smell gas.

First things first

Call Freephone 0800 111 999 immediately. We'll be with you as soon as possible to make your property safe. Then, while you're waiting for one of our engineers, you can do the following.



Stay calm

Our engineers are experts at dealing with gas leaks quickly and with very little fuss.

Switch off

Turn off all your gas appliances and, if possible, switch off the gas at the meter (unless the meter is in the cellar or basement, in which case don't go in).

Ventilate

Open all your windows and doors.

Put it out

Don't smoke or use naked flames.

Don't touch

Make sure you don't use any electrical appliances or switch lights on or off.

Leave

If there's a smell of gas in the cellar or basement, please wait outside or with a neighbour.

Good to know

If you're renting, by law your landlord has to arrange yearly gas safety checks. You can sign up for a free reminder service at www.staygassafe.co.uk.





Staying safe

carbon monoxide

You've probably heard about the dangers of carbon monoxide (CO) poisoning. Although it can be very serious, having all the information means you'll know just what to look out for and can stay safe.

What's CO?

Carbon monoxide is a colourless, odourless, tasteless and poisonous gas. Occasionally it can be released into a home if an appliance is faulty or because a flue, chimney or vent is blocked.

What to look out for

- Gas appliances burning with a yellow or orange flame rather than a blue flame
- More condensation inside your windows
- Pilot lights frequently blowing out
- Soot or yellow and brown staining on or around your appliances

Possible symptoms

- 'Flu-like' symptoms (without the fever)
- Chest or stomach pains
- Strange behaviour
- Feeling or being sick
- Breathlessness
- Feeling tired or drowsy
- Giddiness or headaches
- Problems with your vision

Three ways to stay safe

1

Make sure all your fuel-burning appliances are serviced once a year by an engineer who is registered

2

Get your chimneys swept and make sure your flues are clear. 3

Install a certified CO alarm. These cost around £15 and you can buy them from your local DIY store, supermarket or even from your gas supplier.

Taking action

Here's what to do if you suspect CO poisoning.

Get in touch

Call Freephone 0800 111 999 or Freephone 0800 371 787 (minicom). We'll be with you as soon as possible.

Switch of

Turn off any gas appliances.

Ventilate

Open your doors and windows.

I eove

Either wait outside or with a neighbour

Repair

Unfortunately we're not able to carry out repairs on your appliances. But you can easily find an engineer who is registered with Gas Safe (see page 10 for details).

In a medical emergency, don't delay, phone 999.

Staying warm

top tips

When the temperature dips, it can be difficult to keep yourself warm. Here are our five top tips for staying comfortable indoors.

Fit thermal linings to your curtains and close them at dusk to keep the heat in.

Reduce draughts in your home, especially around doors and windows, lag hot-water tanks and pipes and insulate your loft, but never block up air vents.

Wear several thin layers of clothes – this will keep you warmer than one thick layer.

Keep your hands and feet warm.

Use the handy thermometer included in this pack to check the temperature of your rooms. Your living room should be around 21°C, while the rest of your home (including your bedroom) should be around 18°C.

Getting help

priority services register

Did you know that every gas supplier – the company you pay your bills to – has what's called a priority services register? This register helps us and your gas supplier to make sure we really look after the people who need it most. **Here's what you need to know...**

Why join the register?

- You will be offered alternative heating and cooking appliances if your gas supply is interrupted.
- You can agree a password so you know our engineers are genuine.
- Your supplier may be able to move your gas meter if you're not able to access it.
- You may receive a free gas safety check for your appliances if everyone at the property is eligible to register.
- We operate a 'Knock and Wait' service – our engineers will give you longer to come to your door.

Should I be on the register?

If you answer 'yes' to any of the following questions, get in touch with your gas supplier to see if you can join their register.

- Are you of pensionable age?
- Are you chronically sick?
- Do you, or does anybody you live with, have a registered disability?
- Do you have any other specific need?

Good to know

It's not just gas suppliers who have priority services registers.

Many utility companies – including water and electricity – have similar systems in place so it may be worth getting in touch.







More help and advice

When it comes to staying safe and warm, there's plenty of help available. Here's a list of useful agencies.

Gas Safe Register

Phone:

0800 408 5500

Website:

www.gassaferegister.co.uk

This is the official list of gas engineers who are registered to work safely and legally on boilers, cookers, fires and all other gas appliances.

Energy Saving Trust

Phone:

0300 123 1234

Website:

www.energysavingtrust.org.uk

They can give independent, expert advice on saving energy in your home.

National Energy Action

Phone:

0191 261 5677

Website:

www.nea.org.uk

They aim for everyone to be able to afford to heat their home and campaign for greater investment in energy efficiency to help those who are most in need.

Citizens Advice Bureau (CAB)

Phone:

Wales 03444 772 020 England 03444 111 444

Website

www.citizensadvice.org.uk/energy

CAB can give free, independent advice so that you know your rights as an energy consumer.

Good to know

Our engineers - All our engineers wear our branded clothing and carry identification cards with a phone number. This means you can check their identity before you choose to let them in.

Good to know

Our customer service team - Even if you're not on the priority services register, we're able to provide you with alternative heating and cooking appliances, if you're having work carried out on your gas supply. Speak to our customer service team on Freephone 0800 912 29 99 for more information.

Age UK/Age Cymru

Age UK Phone:

0800 169 6565

Website:

www.ageuk.com

Age Cymru Phone:

08000 223 444

Website:

www.ageuk.org/cymru

They give advice to older people on money, care, health, housing and more.

Scope UK

Phone:

0808 800 3333

Website:

www.scope.org.uk

They work to make the world a better place for disabled people and their families.

The Royal National Institute of Blind People (RNIB)

Phone:

0303 123 9999

Website:

www.rnib.org.uk

RNIB provide information, support and advice to people with sight loss.

Action on Hearing Loss

Phone:

0808 808 0123

Website:

www.actiononhearingloss.org.uk

They are experts in providing support for people with hearing loss and tinnitus.





Wales & West Utilities, helping you stay safe and warm

We provide a gas emergency service 24 hours a day, seven days a week, 365 days a year. So if you smell gas, call Freephone 0800 111 999.





Do you need a copy of this leaflet in large text, audio (in CD format), or in another language?

Please speak to a member of our customer service team on Freephone 0800 912 29 99, and we will do our best to meet your request.

