

# Gas Emergencies

You're in safe hands





**We're sorry that your gas supply has been interrupted. We'll get you back up and running as quickly as we can.**

**Our engineers are very experienced and never, ever take chances with safety. You're in safe hands.**

This leaflet should help to answer some of your immediate questions. Please talk to one of our engineers if you need help while you are waiting for your supply to be restored, or call our Customer Care team on **0845 634 0508** and **select option 7**.

## **First things first....**

**If we've had to turn off your gas supply at the meter, please don't attempt to turn it back on or relight your appliances.**

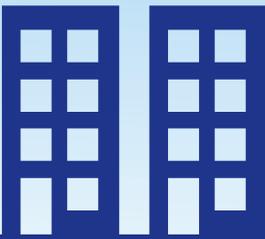
It's against the law to try to relight your appliances once we've deemed them unsafe and turned them off. The rules are there to keep you safe and sound.

You will need to contact a Gas Safe registered engineer to complete a safety check of your appliances and make them safe before they turn your gas back on.

## **ID: don't be afraid to check**

**All our engineers carry identity cards, and they will show these to you on the doorstep.**

If you're in any doubt about the authenticity of an engineer, please call us on **0845 634 0508** and **select option 7**. Any genuine engineer won't mind waiting outside while you double check that they are who they say they are.



## Our promise

**Losing your gas supply with no prior warning can ruin your day. That's why we'll make your safe, fast reconnection our number one priority.**

We promise to:

- Listen to any concerns or issues you may have, and do our best to resolve them quickly
- Get your supply back on as quickly as possible
- Be courteous and friendly at all times – even when it's raining!
- Keep the access to your home or driveway clear wherever possible
- Retain as much street parking for you and your neighbours as we can
- Leave everything as we found it, by carrying out good quality reinstatement work
- Keep our working area safe and tidy

## A helping hand while you wait

**If you can't manage while your gas supply is off, please let one of our engineers know.**

We will provide you with fan heaters and electrical hot plates while the gas is turned off. Please either speak to one of our engineers on site, or call us on **0845 634 0508 selecting option 7**, to discuss any requirements that you have. We often have to prioritise the loan of this equipment to elderly or vulnerable customers, or families with young children, but even if you don't fall into this category, we'll try to help.

Please just ask.



# Restoring your gas supply

## A gas leak in your home or a fault on your gas meter?

Take a look at what's involved in making it safe:



- You report a gas emergency by calling the National Gas Emergency Service on **0800 111 999**



- One of our Rapid Response Engineers will arrive to make the situation safe



- Our engineer will use specialist equipment to confirm if the gas leak is coming from internal pipework or appliances in your property. Our equipment is very sensitive and can detect even the smallest amounts of gas in the atmosphere. If we can't detect gas it means the situation is safe



- If the gas supply to the appliance or internal pipework is faulty it will then be shut off and the situation made safe. You will be given a safety notice explaining why. You'll then need to contact a Gas Safe registered engineer to make a full repair and get your gas back on



- If we discover that your gas meter is faulty, we'll make the situation safe by disconnecting it. You'll then need to get in touch with your gas supplier to get the part replaced or a new meter fitted

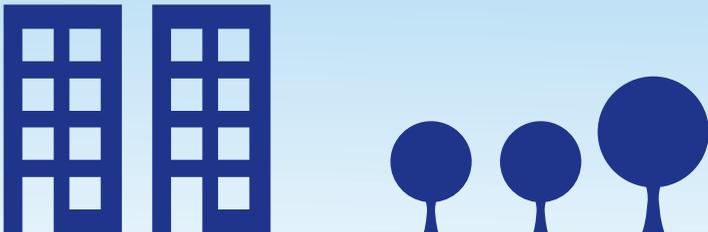


- If we discover a fault with your electronic meter or payment card you will need to contact your gas supplier. You'll find the number on your gas bill



- You may receive a customer survey in the post – please let us have your feedback, good or bad

Any questions call **0845 634 0508** and select option 7, or visit [www.northerngasnetworks.co.uk](http://www.northerngasnetworks.co.uk)



# Apply: what to expect

## Suspect a gas leak in your garden, driveway or street?

Take a look at what's involved in making it safe:

-  • You report a gas emergency by calling the National Gas Emergency Service on **0800 111 999**
-  • One of our Rapid Response Engineers will arrive to make the situation safe. If we can complete the work there and then we will. Otherwise an engineering team may need to attend to carry out investigation work which may involve digging in your garden, driveway or street
-  • We may need to access your home to turn off your gas for a short time while we carry out the repair
-  • If we can't complete the repair on the first visit, a specialist team may be called
-  • Once we've carried out the repair and completed the safety check, an engineer will arrive to turn your gas back on. If you are not at home we will leave a card for you to contact us
-  • Following the work a team will arrive within five days to replace any tarmac, paving or turf
-  • You may receive a customer survey in the post – please let us have your feedback, good or bad

Please find details of how to contact Gas Safe Register on the reverse of this leaflet.



## Carbon Monoxide awareness

**Carbon Monoxide (CO) is a poisonous gas caused when fuels such as gas, oil, coal and wood do not burn properly.**

You can't see, smell or taste CO, but it can be fatal. Symptoms of CO poisoning include headaches, stomach pains, nausea and tiredness.

If our engineers suspect the presence of CO in your property, they will disconnect the faulty appliance, or disconnect your home's gas supply at the meter to make the situation safe.

You'll then need to contact a Gas Safe registered engineer to complete a safety check on your appliances before they can turn the gas back on.

If you haven't already, we'd recommend getting CO monitors for your home, which provide a vital early warning about CO poisoning. They could be a life saver.

## Prevent and protect against CO

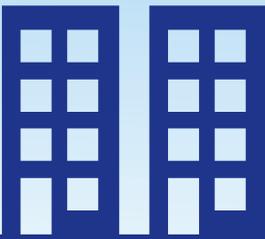
You can take simple steps to protect you and your family from the dangers of CO.

1. Service all fuel appliances including boilers, fires and cookers once a year, and sweep chimneys and flues
2. Purchase a CO alarm
3. Know the warning signs of CO
4. Know the physical symptoms of CO poisoning

Go to [www.northerngasnetworks.co.uk](http://www.northerngasnetworks.co.uk) for more information.

## Damage to our pipes

If you or someone working for you has damaged one of our gas pipes while digging or building you may be liable to pay the cost of any repair. If it's a professional builder who has damaged the pipe you should expect them to pay any costs themselves.



## A bit of extra care

**If you think you might struggle to cope without your gas supply, even for a few hours, please let us know.**

We will provide electrical heaters and hot plates for those who need them most while the gas is turned off. Please give us a ring on **0845 634 0508 selecting option 7**, to talk to us about your needs.

If you are elderly, or have a disability or impairment, it's also worth getting added to your gas supplier's Priority Services Register (PSR) – just in case there is ever an issue with your supply in the future.

In addition to a number of other free benefits, by registering on the PSR through your gas supplier, you will be entitled to receive free gas safety

inspections of appliances and pipework (on your side of the gas meter) if all the adults in your household qualify to be on the PSR.

Gas suppliers also operate password schemes through the PSR. If you arrange an appointment with Northern Gas Networks through your gas supplier, the person visiting you will use the password that you have agreed so that you know that the visit is genuine.

If you don't have a password set up please contact the company that you pay your gas bill to and they will be able to help.

## Compensation

**If your gas supply is off for more than 24 hours due to a fault on our network, you may be entitled to compensation.**

After the first 24 hours, this is fixed at £30 for every 24 hours you are without gas. You don't need to do anything to arrange payment as we'll get in touch.

Please be aware that compensation won't apply if the gas interruption was due to a fault on the gas pipes inside your home.

You can read all about standards of service and any statutory compensation to which you may be entitled if we fall short on our website:

**[www.northerngasnetworks.co.uk/about-us/compensation](http://www.northerngasnetworks.co.uk/about-us/compensation)**

# Smell gas?

Call the National Gas Emergency Service on **0800 111 999**.  
All calls are free and may be recorded for training purposes.

## Getting in touch

To speak to our Customer Care team or to validate our representative's ID:  
**0845 634 0508 and select option 7.**

This number is answered 24 hours a day, 7 days a week.

[www.northerngasnetworks.co.uk](http://www.northerngasnetworks.co.uk)



@NGNGas



[www.facebook.com/northerngasnetworks](http://www.facebook.com/northerngasnetworks)

## Your feedback is important...

Once we've finished, you may receive a call from us or a survey through the door asking you to let us know how the work went. The survey may be sent on behalf of our industry regulator, Ofgem, or direct from us. All feedback helps us to improve our customer experience so even if you don't receive a call or a survey, we'd still love to hear from you. Please call us on

**0845 634 0508 option 7**, or you can email your feedback to  
**customercare@northerngas.co.uk**

## Gas Safe Register: **0800 408 5500**

It's important that you choose an engineer who is Gas Safe registered as they are qualified to work safely and legally on gas appliances. You can find your nearest Gas Safe registered engineer by visiting [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk) and typing in your postcode, or by calling **0800 408 5500**.

If you are calling this service outside of normal working hours and require a Gas Safe registered engineer to attend urgently, please specify to the call handler that you require details of engineers who offer an out of hours service.

## About us

Northern Gas Networks looks after the north of England's gas network. We transport gas safely and securely to 2.7 million homes and businesses in Yorkshire, northern Cumbria and the North East, through a vast underground pipe network. We take pride in bringing a warm glow to the region.