

Who are Northern Gas Networks?

We look after the 37,000km of gas mains in your area. We don't own the gas but it's our job to transport it safely to you.

Urgent

We've restored gas supplies in your area

Dear Customer,

Your gas is now available again. Find step-by-step instructions on how to turn your gas back on below, or visit www.northerngasnetworks.co.uk to watch a short video.

Want to talk?

If you have any questions our Customer Care Team will be able to help:

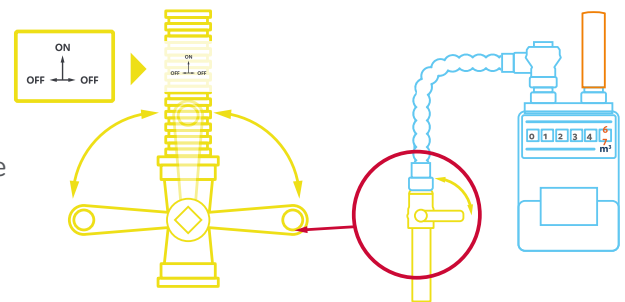
0800 040 7766

 customercare@northerngas.co.uk

 northerngasnetworks.co.uk

To turn on your gas, follow these three steps:

- 1 Check that your gas appliances are turned off.
- 2 Open some doors and windows for ventilation.
- 3 Locate the spanner-style handle at your gas meter and give it a quarter turn so that it's in line with the gas pipe. There may be yellow tape on the pipe to guide you. The lever can sometimes be a little stiff and difficult to turn. You might hear a slight hissing noise as the meter re-pressurises.



If you smell gas, after following these steps turn the emergency control valve off again and call the National Gas Emergency Service for free immediately on **0800 111 999**. This line is in operation 24 hours a day. To stay safe, it's important that you do not try to turn any appliances back on. Keep your windows and doors open until an engineer arrives.

If you cannot smell gas, then turn on your gas appliances one at a time. Many boilers and fires will have instructions on the inside of a drop-down flap near the controls. Start with your gas hob if you have one. Don't worry if it takes a little longer than usual for the gas to reach the appliance and light up.

If you are worried about turning on your gas yourself, or are having difficulty doing so, then one of our engineers will be happy to do it for you. Just call us on **0800 040 7766** and we will get someone out to you as quickly as possible. For your safety, please ask to see the engineer's identity card before allowing them into your home.

Do you have a neighbour, friend or family member who may need additional help and support, or who isn't at home?

Please let us know by calling **0800 040 7766** so we can make any necessary arrangements.

Get the latest updates, help and advice:

www.northerngasnetworks.co.uk, as well as on our Twitter page and Facebook page, where you can also find more help and advice if you need it.

If you'd like this information in Braille, large print or another language, please call us.

 twitter.com/NGNGas  facebook.com/northerngasnetworks

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we are
the network