

## Urgent – we've restored gas supplies in your area

Dear Customer

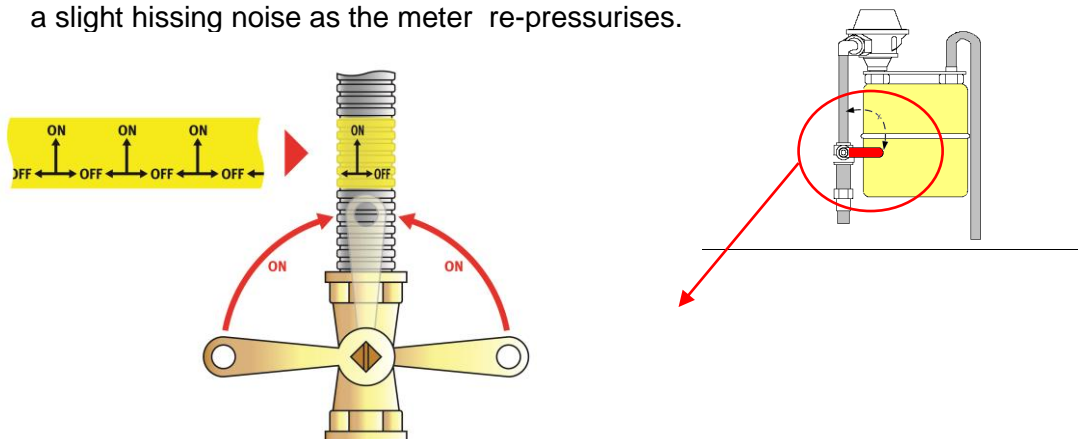
We (Northern Gas Networks) have repaired the gas network in your area and are now restoring gas supplies to individual homes.

**You can start using gas again in your property.** Please use the following guide to safely turn your gas supply back on.

Our engineers will be happy to come to your property if you need help – contact us on **0800 040 7766 followed by option 5**. Otherwise, please follow the step-by-step instructions below.

**For your safety, and that of those around you, please follow these instructions in the order they appear.**

1. Make sure all the gas appliances in the property are turned **off** (boiler, cooker, fire, and so on) before you try to turn the gas supply back **on**.
2. Open some doors and windows in your property for ventilation.
3. **Turn on your gas supply** – give the emergency control valve (a spanner-style handle close to the gas meter) a quarter turn in **either** direction, setting it in line with the gas pipe. Some pipes have yellow tape to help guide you. There may be a slight hissing noise as the meter re-pressurises.



4. **If you smell gas, turn the emergency control valve off again and call the National Gas Emergency Service on 0800 111 999 immediately. Do not try to turn any appliances back on.**

If you cannot smell gas, continue with the following steps.

5. Turn on your gas appliances one at a time **according to the manufacturer's instructions** (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. It may take a little longer than usual for the gas to reach appliances and light.
6. If you successfully turn **on** your gas supply and gas appliances, you don't need to do anything else.
7. If you cannot turn your emergency control valve on, or you are having difficulty turning your appliances back on, you must turn everything **off** again (including the emergency control valve) and call us for help on **0800 040 7766 followed by option 5**.

If you know of any neighbours who may need special help or who are away (and you have a key to their property), please let us know. All of our staff carry an official identity card containing their photograph, so please ask to see this before allowing anyone into your property.

Thank you for your help – we appreciate your patience while we complete our work.

You can find extra guidance at Northern Gas Networks website [www.northerngasnetworks.co.uk](http://www.northerngasnetworks.co.uk) or follow us @NGNgas or on [facebook.com/northerngasnetworks](https://www.facebook.com/northerngasnetworks)

<b>Smell gas?</b>	
<p>If your gas meter is in a basement or cellar and that is where the smell of gas is, do not enter those areas. Call the National Gas Emergency Service immediately on <b>0800 111 999</b>.</p> <p>If your gas meter is in another area and you smell gas, please follow these guidelines.</p> <ul style="list-style-type: none"><li>✓ Turn <b>off</b> the gas at the emergency control valve (this is near your gas meter).</li><li>✓ Turn off all gas appliances and keep them off until an engineer checks them for safety and tells you they may be turned back on.</li><li>✓ Open doors and windows to ventilate the property.</li><li>✓ Put out any naked flames.</li><li>✗ Do not turn any electrical appliances or switches on or off.</li><li>✗ Do not smoke.</li><li>✓ Call the National Gas Emergency Service.</li></ul>	<p><b>National Gas Emergency Service</b></p> <p><b>0800 111 999 (24 hours)</b></p> <p><b>Calls will be recorded and may be monitored</b></p>

