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# Keeping you safe while we're investigating

Smell gas?  
0800 111 999

we are  
the **network**

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# If we have to turn your gas off...

**We'll get you back up and running as quickly as we can.**

## **Safety first**

If we've had to turn off your gas supply at the meter, please don't try to turn it back on or relight your appliances as it's against the law.

You'll 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.

## **Contact Gas Safe**

0800 408 5500  
[gassaferegister.co.uk](http://gassaferegister.co.uk)

## **We promise to**

- Keep the access to your home or driveway clear wherever possible.
- Retain as much street parking for you and your neighbours as we can.
- Aim to leave everything as we found it, by carrying out good quality reinstatement work
- Keep our working area safe and tidy.



**Think you might struggle to cope without your gas supply? Please let us know.**

### **What can we provide**

We'll provide electrical heaters and hot plates for those who need them most while the gas is turned off. Please give us a ring on 0800 040 7766 to talk to us about your needs or speak to one of our engineers.

If you're 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's ever an issue with your supply in the future.

### **And that's not all...**

You'll 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.

Please contact your gas supplier and they'll be able to register you today.

### **Useful contacts**

#### **National Gas Emergency Service**

0800 111 999

#### **Customer Care Team**

0800 040 7766

#### **Gas Safe registered engineer**

0800 408 5500

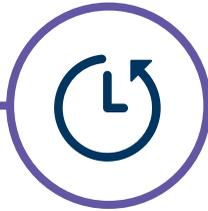
# Fixing a gas leak

## What to expect



### Step 1 Report it

If you smell gas or are worried about gas safety, call the National Gas Emergency Service on **0800 111 999** at any time of the day or night.



### Step 2 Rapid response

We'll send an engineer to come and assess the situation. If we can complete the work there and then we will.



### Step 3 Identifying the problem

#### Home

We'll use specialist equipment to confirm if the gas leak is coming from internal pipework or appliances in your property. If we can't detect gas it means the situation is safe.

#### Outside

We may need to carry out further investigation works either in your garden or driveway (this may involve digging in your garden), or outside in the public highway.



## Step 4 Making it safe

### Home

If we find a problem, you will need to contact your own Gas Safe engineer to make a full repair and get your gas back on. Call Gas Safe on **0800 408 5500**.

### Outside

If we can't complete the repair on the first visit we may need to monitor the situation until a specialist repair team can attend.



## Step 5 Switching you back on

### Home

If we discover your gas meter, electronic prepayment meter or card is faulty, You will need to contact your gas supplier. We'll make sure it's safe first.

### Outside

Once we've carried out the repair and completed the safety check, an engineer will arrive to switch your gas back on.



## Step 6 Finishing up

If we've worked in your garden, driveway or street, our specialist team will arrive to replace any tarmac, paving or turf. This should be finished in five days for most surfaces.

# What is carbon monoxide?

**Carbon monoxide (CO) is a poisonous gas caused when fuels such as gas, oil, coal and wood don't 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.

Service all fuel appliances including boilers, fires and cookers once a year, and sweep chimneys and flues

Know the warning signs and physical symptoms of CO poisoning

Buy a CO monitor – it could save your life

## Gas Safe Register

It's important you choose an engineer who is Gas Safe registered as they're qualified to work safely and legally on gas appliances. You can find your nearest Gas Safe registered engineer by visiting [gassaferegister.co.uk](https://www.gassaferegister.co.uk) and typing in your postcode, or by calling **0800 408 5500**. If you're calling outside of normal working hours and need a Gas Safe registered engineer to attend urgently, please tell the call handler that you need details of engineers who offer an out of hours service.



## Give us some feedback

We work hard to give you a 10 out of 10 service every time.

Once we've finished fixing a leak, you may be asked to fill in an electronic survey with the engineer, you may receive a call from us and a survey from OFGEM. 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 **0800 040 7766**, or you can email your feedback to **customercare@northerngas.co.uk**

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

Part of your monthly bill goes towards keeping your gas supply flowing and provide a fast and efficient emergency response service if you smell gas\*. To find out more visit: **northerngasnetworks.co.uk/goodtoknow**

\*Based on current market figures

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- w** [northerngasnetworks.co.uk](https://www.northerngasnetworks.co.uk)
- a** Northern Gas Networks, 1st Floor, Emperor Way, Doxford International Business Park, Sunderland, SR3 3XR

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