

## 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

## Gas incident - Please turn off your gas immediately

Dear Customer,

Northern Gas Networks (NGN) owns and operates the gas pipes in your area. **We're currently investigating a problem which affects your gas supply. So that we can do this as quickly and safely as possible, we need you to turn off your gas.**

### Want to talk?

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

**0800 040 7766**

✉ [customercare@northerngas.co.uk](mailto:customercare@northerngas.co.uk)

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

### We'd like you to follow these three steps:

- 1 Turn off all of your gas appliances.
- 2 Turn off your mains gas supply at the meter. Follow the step-by-step instructions on the reverse of this letter, or visit [www.northerngasnetworks.co.uk](http://www.northerngasnetworks.co.uk) to see a video on how to do this.
- 3 Display one of the labels from the back of this letter in your window or on your door to let us know:
  - a) that you have turned off your gas successfully (use the purple label); or
  - b) that you don't have a gas meter (use the blue label); or
  - c) that you've been unable to turn off your gas, or you're worried that you have done this incorrectly (use the green label and call our Customer Care team on **0800 040 7766** so that we can arrange for one of our engineers to visit your property to take a look for you. For your safety, please ask to see the engineer's identity card before allowing them into your home.)

**If you smell gas, call the National Gas Emergency Service on 0800 111 999 straight away.**

To stay safe, please keep your meter turned off until we've solved the problem. To avoid overloading the electricity network, please keep your electricity use to a minimum at this time.

Rest assured that we will work as quickly as possible – and we will be in touch just as soon as your gas is available again.

### Get the latest updates, help and advice:

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

### 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.

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

🐦 [twitter.com/NGNGas](https://twitter.com/NGNGas)    📘 [facebook.com/northerngasnetworks](https://facebook.com/northerngasnetworks)

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Registered office: 1100 Century Way, Thorpe Park Business Park, Colton, Leeds LS15 8TU  
For information on how we use your details please visit: [northerngasnetworks.co.uk/legal-information](http://northerngasnetworks.co.uk/legal-information)

**we are  
the network**

To help our engineers, please display this label on your front door or window, with this side facing outwards.



I have  
turned my  
gas supply  
**off.**



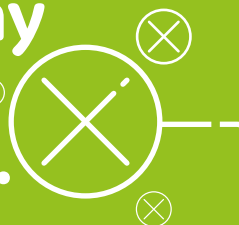
Name:

Contact number:

To help our engineers, please display this label on your front door or window, with this side facing outwards.



I have  
**not**  
turned off my  
gas supply,  
help needed.



Name:

Contact number:

To help our engineers, please display this label on your front door or window, with this side facing outwards.



I do not  
have a  
gas meter



Name:

Contact number:

## How to turn your gas supply off...

1

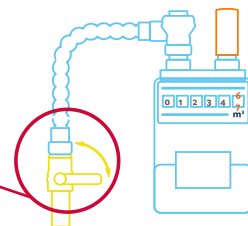
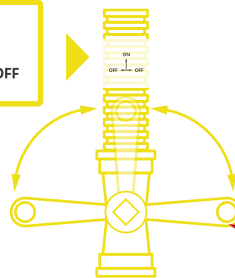
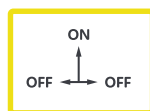
Check all the gas appliances (boiler, cooker, fire and so on) in the property are turned off before you try to turn the gas supply off.

2

Locate your gas meter. It could be under the stairs, in a cupboard or in the meter box outside your property.

3

Turn off your gas supply. Give the emergency control valve (a spanner-style handle) a quarter turn in either direction so that it is at a right angle with the gas pipe. There may be yellow tape on the pipe to guide you.



4

Display the appropriate label on your front window or door. Make sure it is facing outwards.

If you smell gas at any point call the National Gas Emergency Service on **0800 111 999**.