

Gas safety



Save today. Save tomorrow.



Contents

Invisible dangers

6

Checking your home

8

Getting in touch

10

Other ways we can help

11



Safety at home

This booklet provides ways for you to improve gas safety in your home, and tells you what to do in an emergency. Towards the back, you'll find phone numbers you can call for help or advice.



Safety at home

Let fresh air circulate

If you're using gas, oil or solid fuel appliances, don't block off ventilation in the rooms they're in. Fresh air needs to circulate for your appliances to be safe.



The danger of gas leaks

It's important to know about the dangers of carbon monoxide and gas leaks:

- Carbon monoxide often comes from faulty gas appliances which have not been properly installed or maintained
- Some of the early signs of carbon monoxide poisoning are: tiredness, drowsiness, headaches, pains in the chest and stomach pains
- Poisoning can result in lasting neurological damage

By having a gas safety check you will reduce the risk of these dangers.

What is carbon monoxide?

Carbon monoxide is an odourless, colourless gas that causes the accidental deaths of about 50 people and seriously injures nearly 200 people in the UK each year. Poisoning by carbon monoxide is almost certainly under-diagnosed, so many people may be suffering from symptoms without realising. Children, pregnant women and their babies and people with cardiovascular diseases are the most at risk.

Because carbon monoxide has no smell, you may wish to install carbon monoxide detectors in your home as a safety measure. These detectors immediately let you know you when there's a high amount of carbon monoxide in the air. Be sure to install detectors that meet the British or European Safety Standards.

Gas safety checks

Do you qualify for a free check?

If you're a gas customer and a homeowner, we may be able to offer you a free gas safety check.

You are eligible for a free gas safety check if:

- You receive a means-tested benefit and have a child who is under five years old
- You are of pensionable age, disabled or chronically sick and live alone
- You are of pensionable age, disabled or chronically sick and live with others who are all of pensionable age, disabled, chronically sick or under 18

And:

- You ask us to carry out a free gas safety check for you
- You have not had a gas safety check at your premises in the last twelve months

The safety checks will be carried out on gas appliances and gas fittings, free of charge, by an experienced gas engineer.

What if you fail the safety check?

If an appliance fails a gas safety check, it will be disconnected and labelled to say that it's not safe. Do not use this appliance until it has been repaired or serviced by a qualified engineer. For further help or advice, please call our Priority Services Team free on **0800 269 450***.

Gas safety in Great Britain has changed. CORGI gas registration ended in Great Britain on 31 March. So don't ask for a CORGI installer. Ask for a Gas Safe Register™ Engineer. By law, gas engineers must be on the Gas Safe Register. Always ask to see their ID card. Be gas safe. For more information go to **www.GasSafeRegister.co.uk**

Not eligible for a free check?

If you're not eligible for a free safety check, make sure that your gas appliances are regularly checked by a qualified engineer.

Do you rent your home?

If you rent your property, it's your landlord's responsibility to ensure that the appliances are safe and that yearly checks are carried out.

How to contact us

If you smell gas or think you have a gas leak

Call the National Grid Emergency number on **0800 111 999**.

Lines are open 24 hours a day, every day, including Bank Holidays.

For other enquires

Website

Visit **edfenergy.com** and click on '**Contact us**' to fill in our online contact form.

Phone

Lines are open between 8am-8pm Monday to Friday, 8.30am – 2pm Saturdays

For residential enquires, please call us free on **0800 096 9000***.

Write

If you want to write to us, please send your letters to:

Correspondence Manager
EDF Energy
Osprey House, Osprey Road
Sowton Industrial Estate
Exeter, EX2 7WN

Meeting your needs

We want to ensure that all our customers are treated fairly and receive the best possible service. If you need this booklet in large print, Braille, or as an audio version on CD, please call our Priority Services team free on **0800 269 450***.

Non-English speaking customers

If English is not your first language and you'd like information in an alternative one, please call us free on **0800 096 9000*** and we'll transfer you to our special language line. We have operators who, between them, can speak over 100 different languages.

This guide is also available as a text only version in Urdu, Bengali, Somali, Gujarati, Turkish, Hindi, Punjabi, French and Welsh.



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