

GAS SAFETY AT HOME

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 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.

Learn how to stay safe at co-bealarmed.co.uk

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.

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.

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. See if you're eligible below:

You're eligible if:

- You live with a child who is under five years old; or
- You are of pensionable age, disabled or chronically sick and live alone; or
- 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 receive a means-tested benefit
- You ask us to carry out a free gas safety check for you;

And

- You have not had a gas safety check at your premises in the last 12 months.

The safety checks will be carried out on gas appliances and gas fittings, free of charge, by a person who is authorised to work on gas appliances. For a gas appliance the check includes examining the effectiveness of any flue, the supply of combustion air, its operating pressure and/or heat input, and that it is operating safely.

What if your appliance fails 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 try to use this appliance until it has been repaired or serviced and has been reconnected by a qualified engineer. For further help or advice, please call us on 0333 200 5100.

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.

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 as this will show their details such as their licence number and the start and expiry dates of their registration. The back of the card will also list the types of work the engineer is qualified to do.

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.

POWER CUT – CALL 105

If you experience a power cut, please contact the 24-hour emergency service information line on **105**. It's free of charge and will put you through to your local network operator who can give you help and advice. Go to powercut105.com for more information.

**POWER CUT?
CALL 105**

ELECTRICITY AND GAS THEFT

Energy theft, carried out by interfering with meters or connections, is illegal and can be very dangerous, causing short circuits, fires, electric shocks, or gas explosions. This could present a risk to you and those around you as well as increasing costs to all customers. If you suspect someone is stealing electricity and/or gas, call Crimestoppers' stayenergysafe reporting line, anonymously if you prefer, on 0800 023 2777 or via stayenergysafe.co.uk. Alternatively contact us directly on 0333 009 7002.

REQUESTING WORK ON YOUR METERS

EDF Energy charges for certain jobs, such as moving a meter. Not all work is chargeable. We'll let you know if there'll be a charge when we book your meter appointment and we'll ask for payment then if we need to. The full list of chargeable jobs, together with each charge, is available at edfenergy.com/meterwork or call us on 0333 200 5100 for more information.

YOUR PRIVACY

We respect your privacy and are committed to providing you with a clear understanding of how we use your data. To find out about the ways in which we protect and use your data, please visit our Privacy Notice and Policy at edfenergy.com/yourprivacy. If you'd like a hard copy of the privacy policy you can contact us on 0333 200 5100 and we'll post it to you.

Know your rights in a changing energy market

Getting advice

It's easy to get free, independent advice about your energy supply. You might want to get a better deal, find out how to make a complaint or ask for help if you're struggling to pay your bills.

Visit: citizensadvice.org.uk/energy

Or contact the Citizens Advice consumer service:

03454 04 05 06

Mon to Fri

9am-5pm

Textphone:

18001 followed

by 03454 04 05 06

Citizens Advice
consumer service
Second Floor
Fairfax House
Merrion Street
Leeds LS2 8JU

Reducing your bills

If you just want to pay less without switching supplier, there are lots of things you can do to save money, from making sure you are paying the lowest price to taking steps to reduce your energy use. You may be eligible for help from the Government to make your home more energy efficient and save money on your bills. Find out about the Government schemes by visiting: gov.uk/energy-grants-calculator

Or contact:

Energy Saving Advice Service
(England and Wales)

energysavingtrust.org.uk

Nest (Wales only)

Welsh Government Warm Homes
Nest scheme

0808 808 2244

Lines open: Mon to Fri, 9am-6pm

nestwales.org.uk

Home Energy Scotland
(Scotland only)

0800 512 012

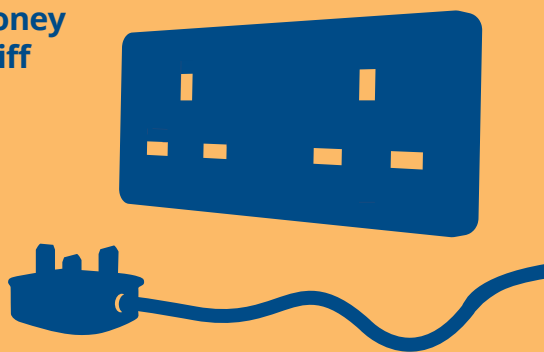
Lines open: Mon to Fri, 8am-8pm
and Sat, 9am-5pm

Textphone: 18001
followed by 0808 808 2282

[energysavingtrust.org.uk/
contact-us-scotland](https://energysavingtrust.org.uk/contact-us-scotland)

Take control and get a better energy deal

Want to save money
by switching tariff
or supplier?



Check out our price comparison tool
energycompare.citizensadvice.org.uk

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