

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](https://www.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](https://www.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](https://www.stayenergysafe.co.uk) Alternatively contact us directly on 0333 009 7002.

REQUESTING WORK ON YOUR METERS

EDF 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](https://www.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](https://www.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

Get help with an energy problem

Contact Citizens Advice if you need help with an energy problem – for example with your bills or meters, or if you're struggling to pay for the energy you use. We're the official source of free and independent energy advice and support.

Go to: citizensadvice.org.uk/energy

Or contact the Citizens Advice consumer service:

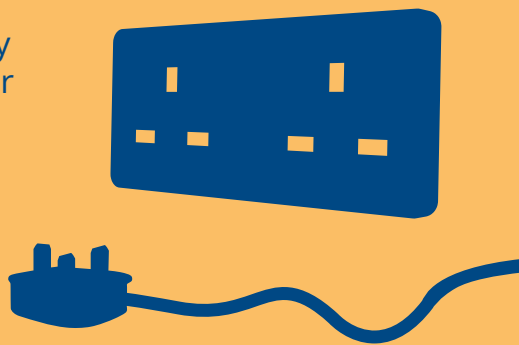
0808 223 1133
Mon–Fri, 9am–5pm
Calls are free

Textphone:
18001 followed
by 0808 223 1133

Write to us at:
Citizens Advice
consumer service
Second Floor
Fairfax House
Merrion Street
Leeds LS2 8JU

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

Reducing your bills

If you want to pay less without switching supplier, there are lots of things you can do to save money.

To find out more, contact:

Simple Energy Advice (England and Wales)

simpleenergyadvice.org.uk

0800 444 202
Lines open:
Mon–Fri, 8am–8pm
Sat–Sun, 9am–5pm
Calls are free

Nest (Wales only)

nest.gov.wales

0808 808 2244
Lines open:
Mon–Fri, 9am–6pm
Calls are free

Home Energy Scotland (Scotland only)

homeenergyscotland.org

0808 808 2282
Lines open:
Mon–Fri, 8am–8pm
Sat, 9am–5pm
Calls are free

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