

GAS SAFETY AT HOME

What is carbon monoxide?

Carbon monoxide is a poisonous gas that has no smell or taste. Breathing it can make you feel unwell, and it can kill if you're exposed to high levels. Every year there are around 50 deaths from accidental carbon monoxide poisoning in the UK. You may wish to install carbon monoxide detectors in your home as a safety measure.

These detectors immediately let you know if when there's 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 energy-uk.org.uk/customers/carbon-monoxide.

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. Please visit edfenergy.com/gascheck

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 are of a 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
- 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.



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.

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.

Get help with an energy problem

If you're struggling to pay your energy bill or have an energy problem, contact Citizens Advice. They're the official source of free and independent energy advice and support.

If you live in England or Wales

 citizensadvice.org.uk/energy

 **Citizens Advice consumer service**

Call:
0808 223 1133

Relay UK:
18001 followed by 0808 223 1133

To speak to a Welsh-speaking adviser call:
0808 223 1144

Monday to Friday, 9am to 5pm
Calls are free

 Speak to an energy adviser online at
citizensadvice.org.uk/energywebchat

Monday to Friday, 9am to 5pm

If you live in Scotland

 energyadvice.scot

 **Advice Direct Scotland**

Call:
0808 196 8660

Monday to Friday, 9am to 5pm
Calls are free

For British Sign Language Enquiries:
contactscotland-bsl.org

Reducing your bills

You can save money on your energy bills by finding ways to improve your home's energy efficiency.

 To find out more go to
citizensadvice.org.uk/saveenergy

Energy efficiency for home owners on GOV.UK

 gov.uk/improve-energy-efficiency

 Call:
0800 098 7950 (England only)

Monday to Friday, 8am to 6pm
Saturday, 9am to 12pm
Calls are free

Nest (Wales only)

 nest.gov.wales

 Call:
0808 808 2244

Monday to Friday, 9am to 6pm
Calls are free

Home Energy Scotland (Scotland only)

 homeenergyscotland.org

 Call:
0808 808 2282

Monday to Friday, 8am to 8pm
Saturday, 9am to 5pm
Calls are free



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