



Staying safe and warm at home

Handy information about how to stay safe and warm at home, what to do in a gas emergency and how to access additional support if you need it.

A large decorative graphic on the right side of the page. It features a vertical orange line representing a gas pipe. At the top, a pink hand reaches down to hold the pipe. Further down, an orange hand reaches up to hold the pipe. The hands are stylized with simple fingers.

we are
the network

Helping our customers stay safe and warm

We are Northern Gas Networks (NGN), the gas distributor for the north of England. We keep 2.9 million homes and businesses warm and cooking on gas, through our vast underground pipe network.

Looking after our customers and ensuring everyone stays safe and warm at home is a top priority for us, which is why we've produced this information booklet.

It's packed with helpful guidance about how to stay gas and carbon monoxide safe, and the ways to make your home more energy efficient and reduce your energy bills. It also includes the support services we offer, how you can sign up to the Priority Services Register (PSR), and what you should do in a gas emergency.

We hope you find it helpful, and if you know someone else who might benefit from reading it, please pass it onto them. We are stronger together.

The NGN team



Beware of carbon monoxide



What is carbon monoxide?

Carbon monoxide (CO) is a poisonous gas caused when fuels such as gas, oil, coal and wood don't burn properly.

It can leak from incorrectly fitted, badly repaired or poorly maintained gas appliances, as well as flues, chimneys and blocked vents.

You can't see it, taste it or smell it, so you can't detect it if it begins to build up in your home, and if you breathe it in, it can make you seriously ill or cause death.



What are the symptoms of carbon monoxide poisoning?

Symptoms of carbon monoxide poisoning include headaches, stomach pains, dizziness, nausea, tiredness and loss of consciousness.



What to do if you suspect carbon monoxide poisoning

If you think you may have carbon monoxide poisoning, immediately turn off the appliance you think may be causing it, open windows and doors, leave the building and seek urgent medical advice. You also need to call the National Gas Emergency Service on 0800 111 999.

Protect yourself and others from the silent killer

There are a few simple things you can do to stay carbon monoxide safe at home:

1. Invest in an audible carbon monoxide alarm



One of the easiest ways to stay carbon monoxide safe is to invest in a carbon monoxide alarm. Similar to a smoke alarm and costing around £15, carbon monoxide alarms are activated when carbon monoxide is detected in the air and will alert you to the danger by triggering an audible alert and a flashing light. They're small and easy to install, and you should ideally have one on each floor of your house and definitely in the same room as any fuel-burning appliance, such as a boiler, stove or gas oven.

2. Service your boiler and gas appliances every year



Badly maintained or poorly fitted boilers can cause carbon monoxide poisoning, so it's important to make sure yours is working properly. To do this, have your boiler serviced every year by a Gas Safe registered engineer.

3. Make sure gas fires and cookers are safe



Older, faulty or badly installed gas fires and cookers can be dangerous. Lazy yellow and orange flames, or a pilot light that regularly blows out, can be a sign that your cooker or fire isn't working properly and could be leaking carbon monoxide. If you notice these signs, turn off the appliance immediately and have it checked by a Gas Safe registered engineer.

4. Have chimneys swept regularly



Log burners and open fires help to keep many of us warm over the winter, but they need a clean flue or chimney to let smoke escape and stop carbon monoxide building up inside your home. Have your chimney swept at least once a year by a reputable chimney sweep.

Smell gas?

If you smell gas in your home, or think you may have a gas leak, you need to take immediate action.

What should I do if I smell gas or think there may be a gas leak at home?

- Call the National Gas Emergency Service immediately on 0800 111 999
- Put out any naked flames
- Don't turn on any lights or electrical switches and appliances
- Don't light any sort of flame within the property and don't smoke
- Open doors and windows to ventilate the property, then leave the building
- Keep other people away from the area
- If you can, turn the gas off at the emergency control valve, which is usually located near your gas meter. It has a handle that can be turned 90 degrees. If the gas leak is in a cellar or basement, do not enter and instead evacuate the building.

What happens when I dial the National Gas Emergency Service?

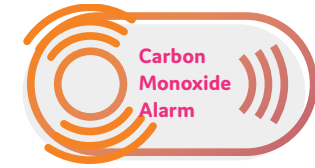
When you dial 0800 111 999, a trained operator will answer your call. They will ask you some questions and arrange for one of our Emergency Response Engineers to visit your home to make it safe. They will talk you through the problem and tell you if any further work needs doing on any of your gas appliances (e.g. cookers, boilers and fires).

This will need to be carried out by a Gas Safe registered engineer, and our Emergency Response engineer will tell you how to find one and what to do next.

NGN may be able to help customers struggling with financial hardship to get back on gas quickly and safely following a gas emergency.



Top tips to reduce energy bills



Install an audible carbon monoxide (CO) alarm on every floor to stay safe from the silent killer

Insulate your loft

Installing good-quality loft insulation helps to keep heat in your home and can save hundreds of pounds on your energy bills each year.

Hang thick curtains

Thick curtains will help keep heat in and draughts out.

Efficient light bulbs

Swap to energy saving lightbulbs to cut energy use and reduce bills.

Thermostatic radiator valves

Having thermostatic radiator valves on all your radiators means you can control the temperature of every radiator, so you can turn down the ones in rooms you use less to save energy.

Boiler flow temperature

If you have a combi boiler, you can save hundreds of pounds each year by turning the flow temperature on it down to 60°C or less.

Boiler check

Get your boiler and gas appliances serviced every year by a Gas Safe Registered engineer to make sure they're safe and working properly.

Wash more, less

Reduce the number of wash-loads you do each week by only washing full loads, and reduce the wash temperate where you can to cut energy costs.

Turn down your water temperature

Turn down the hot water temperature on your boiler to reduce energy waste and cut bills. 55°C is hot enough for most people.

Swap baths for showers

Showers use less water than baths, so less energy is needed to heat up the water.

Dishwasher

Save water and energy by only putting your dishwasher on when it's full.

Cavity wall insulation

Installing cavity wall insulation stops heat escaping from your home and can reduce energy bills by hundreds of pounds each year.

Stop draughts

Keep the cold out and the heat in by sealing up gaps around doors and windows and installing draught excluders.

Turn your thermostat down

Reducing the temperature of your thermostat by a degree or two can save hundreds of pounds on energy each year. Between 18-21°C is a safe and comfortable temperature for most people.

Turn it off at the mains

Turning appliances off at the socket instead of leaving them on standby.

Bleed your radiators

And turn them down in rooms you're not using. Set them between 2.5 and 3 to use energy more efficiently whilst still preventing damp and mould.



Warm underfoot

Installing underlay and thick carpets reduces heat escaping through floors and cuts energy use. Thick rugs help too.

The Priority Services Register

Some of our customers will need extra support if there's an unexpected interruption to their gas supply, which can be accessed by signing up to the Priority Services Register (PSR).

If you might struggle without a gas supply, even for a few hours, it's a good idea to sign up to the PSR. You can sign up if you:

 Are pregnant or live with children under five	 Are blind or partially sighted	 Are deaf or hard of hearing	 Have a chronic illness	 Have anxiety, depression or any mental health condition	 Have a disability
 Are over 65	 Have loss or impairment of smell	 Need documents translated into another format or language	 Use specialist medical equipment reliant on electricity or water	 Temporarily need extra support	

Being on the PSR will ensure that we prioritise getting your supply back first in an emergency, and we will also provide you with electrical heaters and hot plates while you are without gas. Signing up also lets us provide tailored communication that works best for you, including information in non-English languages and Braille.

If you've got an elderly or vulnerable neighbour or relative who you think might benefit from this service, tell them about it and encourage them to sign up too.

How do I find out if I am eligible, and then sign up?

- Visit northerngasnetworks.co.uk/psr and fill in the electronic form at the bottom of the page. It's quick and easy to do and you will receive confirmation that you have been registered.
- Or call our Customer Care Team on 0800 040 7766 and select Option 4 when you hear the recorded message. You can also email the Customer Care Team at customer-care@northerngas.co.uk.

Additional support services

At NGN, we believe in doing the right thing and work hard to help our customers living in vulnerable circumstances. We provide a range of services to help everyone stay safe and warm in their homes, but we also know that we can achieve more when we join up with specialist partners.

Together, we are more able to deliver services that make a meaningful and lasting difference to our customers in the North. You can find out more about some of these services here.

Citizens Advice

Citizens Advice can offer information and independent advice for everyone, on all issues, including debt, energy and welfare benefits. This includes if you are struggling to afford to top up your meter or pay for energy.

- Visit citizensadvice.org.uk or
- call 0800 144 8848.

You can also find details of your local branch in the phone book.

Age UK

Age UK is the UK's leading charity for older people. They offer information and advice on a range of topics as well as providing other services for older people, including checking entitlement for the Winter Fuel Payment.

- Visit ageuk.org.uk or
- call 0800 055 6112 to speak to an advisor.



Scope

Scope is a national charity providing information and support to empower disabled people. They offer a specialist Disability Energy Support service funded by the gas networks.

-  Visit [scope.org.uk](https://www.scope.org.uk) or
-  call 0808 800 3333.
- Textphone: dial 18001 then 0808 800 3333.

Mental Health UK

Mental Health UK provides support and services for people whose lives are affected by mental health problems.

-  Visit [mentalhealth-uk.org](https://www.mentalhealth-uk.org) to find out more and access support.

Funding help for a more energy efficient heating system

If you're struggling financially, and rely on oil, coal or electric storage heaters to heat your home, we may be able to help you to create a warmer home while saving money on your fuel bills.

-  Contact our partners, **Communitas Energy**, on
-  0113 486 2941, or visit [ce-cic.org.uk](https://www.ce-cic.org.uk) to find out more.

The Carents Room



We work with The Carents Room to support carers of elderly parents or relatives to make their caring experience more rewarding, with better and safer outcomes for everyone. They have lots of helpful information and guidance for all aspects of parenting, in a safe and supportive environment.

-  To find out more, visit [carents.co.uk](https://www.carents.co.uk).

Locking cooker valves

Our locking cooker valve service is completely free and will be carried out by one of our own qualified gas engineers. It's a simple safety device that we can fit which helps people to retain independence in their homes, and provides reassurance to their family, friends and carers, who can easily control when gas can and cannot be used safely.

To find out more, visit:

-  [northerngasnetworks.co.uk/locking-cooker-valve](https://www.northerngasnetworks.co.uk/locking-cooker-valve)
-  or contact our Customer Care team on 0800 040 7766 and select option 4.

Winter Fuel Payment

Eligibility criteria for this support has recently changed and the payment will no longer be automatic for all people of pensionable age. You may be eligible if you or your partner get certain benefits.

-  Visit [gov.uk/winter-fuel-payment/eligibility](https://www.gov.uk/winter-fuel-payment/eligibility) to check if you are eligible, or
-  if you can apply for certain benefits which will enable entitlement to this payment. You can also contact Citizens Advice or Age UK for extra support with this (visit [citizensadvice.org.uk](https://www.citizensadvice.org.uk) or call 0800 144 8848).

Green Doctor

Green Doctor is a free, impartial energy advice service offering home visits and telephone consultations. They help you to save energy in your home, reduce your bills and access other support services available.

-  Visit: [groundwork.org.uk/greendoctor/get-help/](https://www.groundwork.org.uk/greendoctor/get-help/) or
-  Email greendoctoryorkshire@groundwork.org.uk or
- Call 0300 303 3292



Useful websites and telephone numbers

To contact Northern Gas Networks' Customer Care team:

-  **0800 040 7766, Option 4**
-  **customercare@northerngas.co.uk**

To report a suspected gas leak or carbon monoxide,
National Gas Emergency Service:

-  **0800 111 999**

For a Gas Safe registered engineer:

-  **0800 408 5500**
-  **gassaferegister.co.uk/find-an-engineer-or-check-the-register/**

To find your gas supplier,

-  **findmysupplier.energy**

or check a recent utility bill

To find your Meter Point Reference Number (MPRN):

-  **0870 608 1524**

To report a power cut:

-  **105**

Citizens Advice consumer service:

-  **0808 223 1133**

If you suspect a scam, report it to Action Fraud

-  **0300 123 2040**

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

0800 040 7766, Option 4

Northern Gas Networks Limited (05167070).

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