

# What to do in a gas emergency?

At Crown Gas & Power, we are keen to offer, practical information to guide you through any enquiry you may have. Below we have outlined what to do in the event of a gas emergency.

If you smell gas or suspect there could be a gas leak, call the **National Gas Emergency Service**. It is free and available 24-hour 7 days a week.

**Customers should call: 0800 111 999.**

## What to do next?



Turn off the gas at the Emergency Control Valve usually situated next to your meter.



Do not turn on or off any electrical power or light switches.



If you can open all windows and doors then do so, this will improve ventilation.



Do not smoke or use a naked flame.

## What to do if you think there is a Carbon Monoxide leak

If you suspect a carbon monoxide leak in your property you should evacuate your property immediately. If you are able to open windows and doors as you leave then do so. Once in the fresh air call the **National Gas Emergency on 0800 111 999** and inform them that you have a suspected carbon monoxide leak. Under no circumstances should you return to the property until you are told it is safe to do so.



Turn off the gas at the Emergency Control Valve usually situated next to your meter.



If possible turn off all appliances and do not turn them back on until told it is safe to do so.



If you can open all windows and doors then do so, this will improve ventilation.



Seek medical attention and advice that you believe your symptoms relate to carbon monoxide poisoning.

# Who is responsible for what?



**Gas main**

**The Network Operator** is responsible for all the pipework up to and including the emergency control valve (ECV) usually located at the side of your meter.



**Gas meter**

**The Gas Supplier** is responsible for the gas supplied through your meter and the maintenance of your meter.



**Gas appliance**

**The Customer** is responsible for all the pipework connected to the outlet side of the meter and any appliances connected to this pipework.

## Priority Consumer Register

Each Network owner operates a Priority Consumers Register, which is a list of customers which each Network owner will try and provide additional help and support for in the event:

- a) of a network Gas Emergency in your area or,
- b) potential loss of network gas supply or,
- c) restrictions to your network gas supply.

The Priority Consumers Register should not to be confused with the Priority Services Register which is only applicable to domestic customers.

If your non-domestic premise consumes more than 732,000 kWh of gas a year and you fall into one of the three Categories below, then you can be placed on the register.

Category A	Category B	Category C
Institutions providing care for those to be at risk through age, sickness or infirmity e.g. hospitals, convalescent and nursing homes, homes for the elderly or disabled, where gas is the sole means of heating and not an interruptible contract. Also, non-domestic consumers providing emergency services, who need to continue to use gas to ensure the safety of human life, where the gas supply is not supplied under an interruptible contract, and where no alternative fuel supply is available.	Consumers who would have fallen into Category A, but for the fact their gas is supplied under an interruptible contract.	Consumers without an alternative fuel source, who use in the course of their business, major items of plant - defined as a plant with a capital replacement value exceeding £50 million, which would be severely damaged without a safe run down period.

**To register, or for more information contact the number below. We are happy to help!**