

Gas Escape – Emergency Procedure

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

National Gas Emergency Service: 0800 111 999

What to do next?



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



Open all windows and doors to improve ventilation.



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



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 the gas meter.



Open all windows and doors to improve ventilation.



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



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

For more information relating to gas emergencies, including national outages, see our website:

<https://www.crowngas.co.uk/customer-support/gas-emergency/>

Find your Gas Distribution Network

Gas Distribution Networks are able to offer a number of free services both temporarily and long term. To find your Gas distribution network visit: <https://findmygdn.co.uk/>, or use the relevant contact information below.

Gas Distribution Network:	Customer service:	Website:
Cadent Gas	0800 389 8000	https://cadentgas.com/support
SGN	0800 912 1700	https://www.sgn.co.uk/Contact-SGN
Northern Gas Networks	0800 040 7766	https://www.northerngasnetworks.co.uk/
Wales & West Utilities	0800 912 2999	https://www.wwutilities.co.uk/contact-us/

Who is responsible for what?



Gas Main

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



Gas Meter

The Gas Supplier is responsible for the gas supplied through the meter and the maintenance of the 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 Consumers Register

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

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

The Priority Consumers Register should not be confused with the Priority Services Register, which is only applicable to domestic customers. For more information regarding the Priority Consumers Register, including the eligibility criteria, see our website: <https://www.crowngas.co.uk/Priority-Consumers-Register.pdf>