

## 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 [co-bealarmed.co.uk](http://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.

### The danger of gas leaks

It's important to know about the dangers of carbon monoxide and gas leaks:

- Carbon monoxide often comes from faulty gas appliances which have not been properly installed or maintained
- Some of the early signs of carbon monoxide poisoning are: tiredness, drowsiness, headaches, pains in the chest and stomach pains
- Carbon monoxide poisoning can result in lasting neurological damage.

By having a gas safety check you will reduce the risk of these dangers. It's important to know about the safe use of gas appliances – stop using any gas appliances that you think are not working properly immediately.

## 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](http://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](http://powercut105.com) for more information.

**POWER CUT?  
CALL 105**



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

Calls to UK wide numbers are included in any inclusive call plan you may have. If you don't have an inclusive call plan, calls are charged at a national rate. Please check with your service provider if you're unsure.



# Know your rights in a changing energy market

## Get help with an energy problem

You can get help with energy problems. This includes issues with your bills or meters, or if you're struggling to pay for the energy you use. Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support.

### If you live in England or Wales:

Go to: [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy)

Or contact the Citizens Advice consumer service:

Call: **0808 223 1133**

Relay UK: **18001 followed by 0808 223 1133**

Mon–Fri, 9am–5pm

Calls are free

You can speak to a trained adviser online at

[citizensadvice.org.uk/energywebchat](https://citizensadvice.org.uk/energywebchat)

Mon–Fri, 9am–5pm

### If you live in Scotland:

Go to: [energyadvice.scot](https://energyadvice.scot)

Or contact Advice Direct Scotland:

Call: **0808 196 8660**

Relay UK: **18001 followed by 0808 196 8660**

Mon–Fri, 9am–5pm

Calls are free

## 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)

Go to: [simpleenergyadvice.org.uk](https://simpleenergyadvice.org.uk)

Or call: **0800 444 202**

Mon–Fri, 8am–8pm

Sat–Sun, 9am–5pm

Calls are free

### Nest (Wales only)

Go to: [nest.gov.wales](https://nest.gov.wales)

Or call: **0808 808 2244**

Mon–Fri, 9am–6pm

Calls are free

### Home Energy Scotland

(Scotland only)

Go to: [homeenergyscotland.org](https://homeenergyscotland.org)

Or call: **0808 808 2282**

Mon–Fri, 8am–8pm

Sat, 9am–5pm

Calls are free

