

# Keeping you Safe & Warm



SGN

YMCA

YMCA  
Scotland

## Who are we

We're the gas network company SGN. We manage the network that distributes natural and green gas to six million homes and businesses across Scotland and the south of England. Our 4,600 colleagues keep gas flowing safely and reliably, **24 hours a day, seven days a week**.

We're trusted to walk through the doors of around 300,000 homes each year when we respond to gas emergencies and upgrade our network.

## Helping you to stay safe and warm

When we visit you, we want to make sure you're able to stay safe and warm at home long after our work is completed.

In this booklet, you'll find lots of helpful tips on how to use energy safely, efficiently and affordably, helping you maintain a safe and warm home all year round.

We've also joined together with trusted expert charity and community partners, who can help you with your energy needs. You'll find more information about their services by scanning the QR codes in this booklet.

## Staying safe on your door step



If an engineer ever visits your property, ensure you ask to check their ID. All our employees and contractors wear a visible photo ID badge. You can call us for free on **0800 048 2438**, day or night, to check they genuinely work for us.

Our engineers and contractors would never ask you to hand over cash for any work. Please turn them away and immediately report this to the police.

## Keeping your data safe

We're committed to keeping you and your data safe. Any information you share with us will be used to contact you about the support that can be provided. We will also pass your details on to the appropriate third-party partners to support your referral.

Please contact us if, after you have shared your details, you decide you don't want your details to be shared. You can find our privacy policy and information on how to contact us at [sgn.co.uk](https://sgn.co.uk)\*

# Gas safety

## What to do if you smell gas

- Call the National Gas Emergency Service immediately on **0800 111 999**
- We'll send an emergency gas engineer to make sure you and your home are safe.
- You can also reach the National Gas Emergency Service via textphone (minicom) on **0800 371 787** or using SignLive if you're a British Sign Language (BSL) user.

## Once you've called us, follow our safety advice:

- Turn the gas supply off at the meter if you can and make sure any gas appliances are turned off.
- Open doors and windows to ventilate the property.
- Don't turn any electrical switches off or on.
- Put out any naked flames and don't smoke.
- Don't enter a cellar or basement if you smell gas, even if that's where your gas meter is.

## Gas problem? Make the right call first time



Reach the right service **faster**  
to get your problem **solved**

### 1 Gas meter problems?

Call your gas supplier  
This number can be found at  
the top of your energy bill



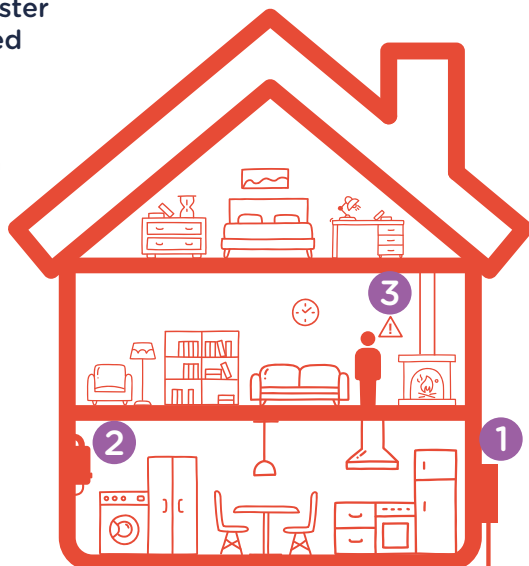
### 2 Gas appliance problems?

Call the Gas Safe Register  
**0800 408 5500**



### 3 Smell gas?

Call **0800 111 999**  
Only call this number if you smell  
gas or suspect carbon monoxide



# Carbon monoxide

## What is carbon monoxide (CO)?

Carbon monoxide is a highly poisonous gas that is produced when fossil fuels don't burn fully. It can be made by appliances and fires that burn gas, wood, oil or coal.

You can't see it, smell it, hear it or taste it – that's why it's known as the '**silent killer**'.



To find out more:  
[sgn.co.uk/  
carbonmonoxide](https://sgn.co.uk/carbonmonoxide)

## What to do if you're worried about CO



- **Open** all doors and windows
- **Move** everyone outside into the fresh air
- **Call** the National Gas Emergency Service on **0800 111 999**
- **Get** medical advice before you go back into the building

## What are the symptoms of CO poisoning?



Headaches



Nausea



Dizziness



Breathlessness



Collapse



Loss of  
consciousness

The symptoms of CO poisoning are very similar to flu, except you won't have a high temperature. Normally your symptoms improve when you go outside into fresh air.

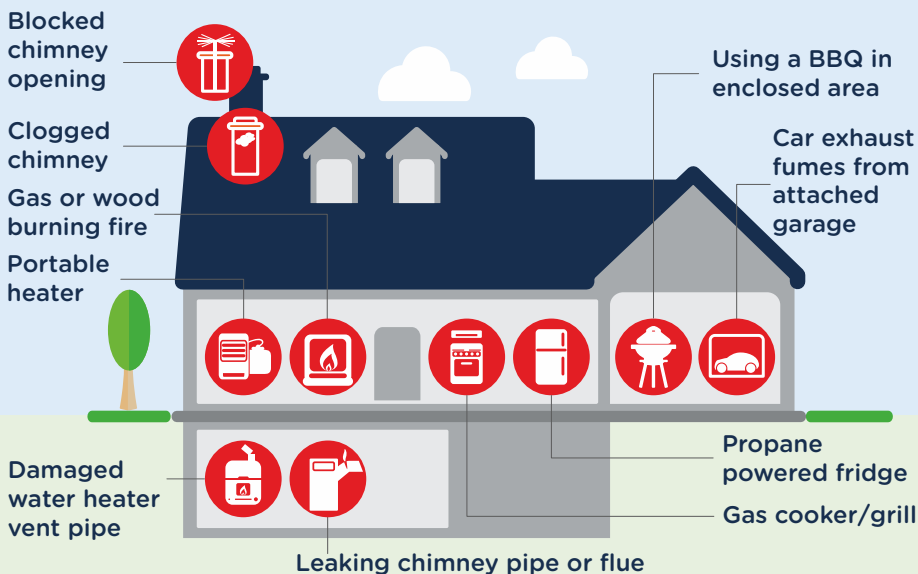
## How to spot CO

While you can't see carbon monoxide, you can sometimes see the following signs:

- Yellow or orange flames – flames on most heating appliances should be crisp and blue. Yellow or orange flames should be checked by a qualified engineer
- Staining, sooting or discolouration on appliances
- Increased condensation
- The pilot light blowing out frequently

These signs aren't always there, so it's important you take steps to protect your home and family from CO.

## Potential CO danger in the home



## How to stay safe from CO

- **Never use a BBQ inside:** BBQs are safe to use outside where there is plenty of ventilation but using one inside, or even bringing one inside after you've used it, can cause CO poisoning
- **Never use your oven to heat your home:** Your cooker is designed to be used with the door closed
- **Make sure you've got a working CO alarm:** Test it regularly and check the expiry date
- **Standard CO alarms make a sound if they detect CO:** We can help you if you need an accessible alarm that alerts you in another way
- **It's important your household cooking and heating appliances are correctly installed and maintained by a qualified engineer:**
  - Gas engineers – Gas Safe Registered
  - Oil engineers – OFTEC Registered
  - Solid fuel engineers – HETAS Registered
- **You should also keep chimneys, flues and vents clear to ensure appliances function correctly.** Have chimneys swept at least once a year, and don't block air bricks or air vents
- **If you're a tenant,** it's the law for your landlord to arrange for your appliances to be serviced every year and provide a gas safety record

# Priority Services Register

The Priority Services Register (PSR) is a free UK-wide service which provides extra advice and support, including when there's an interruption to your electricity, gas or water supply.

The PSR also lets other energy companies like us, including your suppliers, tailor our day-to-day services to your individual needs to make sure we're helping you stay safe, warm and well-informed all year round.

This service includes offering you information in other formats like large print or Braille, nominating someone else to deal with your energy bills on your behalf, and providing advance notice of any planned power cuts or maintenance on our gas network.

## The benefits of being on the PSR

- Priority treatment during a gas, electricity or water interruption
- Communication tailored to your needs
- Temporary heating and cooking appliances in an emergency
- Emergency power or water if you use medical equipment which uses electricity or water



To find out more:  
[thepsr.co.uk](https://thepsr.co.uk)



## You can join the PSR if you or anyone in your household:

- Use medical equipment reliant on electricity or water
- Has a disability
- Has a chronic illness
- Has long-term physical or mental health conditions
- Lives with children under 5 or are pregnant
- Is of pensionable age
- Has additional language or communication needs

# Keeping you safe at home

## Locking cooker valve

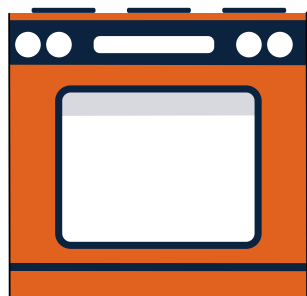
Our locking cooker valve (LCV) is a simple safety device which can help people with dementia or autism living at home.

We fit the device to the existing gas cooker pipework to stop the gas supply to the cooker when the valve is locked. A carer or household member can easily operate the valve with a special key.

If you think you or someone you know would benefit from having a **free** locking cooker valve installed, it's quick and easy to apply on our website.



Find more  
information at:  
[sgn.co.uk/LCV](https://sgn.co.uk/LCV)



## Save energy and money

Our energy efficiency tool can show you how to safely use less energy around your home and save money. Visit Energy Eddie for a personalised report to reduce energy costs.



Start saving by  
visiting website:  
[eewa-sgn.est.org.uk](https://eewa-sgn.est.org.uk)

# Keeping warm

It's important to keep a warm home for your physical and mental health, especially if you are living with an existing health condition.

The rooms you spend most of your time in should be between 18 and 21°C. This will help you stay warm and avoid damp building up in your home.

## Prevent mould and damp

Keep doors closed and windows open when you are showering, cooking and drying laundry

## Find warm spaces

'Warm Hubs', heated public places you can spend time for free and keep warm. Find your nearest warm hub here: [www.warmwelcome.uk](http://www.warmwelcome.uk)



## Follow NHS advice

Wear layers and have hot drinks regularly

## Avoid draughts

Use curtains and draught excluders to keep the warmth in

## Keep furniture away from walls

Allow air to circulate and dry clothes outside if possible

## Check radiators

Bleed your radiators and turn radiators down low in unused rooms

## Service your appliances

Have your boiler and appliances serviced annually by a Gas Safe Registered engineer



## Prepare for an emergency

Save emergency numbers to your phone. If you smell gas, call 0800 111 999 immediately and if you have a power cut, call 105. For more advice on preparing for an emergency visit: [prepare.campaign.gov.uk](http://prepare.campaign.gov.uk)

**Support those around you:** Check on your neighbours, especially if they could be vulnerable in cold weather.

## Get help from our partners

If you are looking for more in-depth energy support, we have some great trusted partners who can give you free help and advice.



For more about our partners' services, visit our website or speak to a member of our team

**citizens  
advice**

**citizens  
advice  
scotland**

Need practical advice and support you can trust? **Citizens Advice** and **Citizens Advice Scotland** can provide knowledge and confidence to find a way forward. In addition to energy advice the team can help with legal, debt and housing concerns.



Citizens Advice England  
[citizensadvice.org.uk](https://citizensadvice.org.uk)  
0800 144 8848



Citizens Advice Scotland  
[citizensadvice.org.uk/scotland](https://citizensadvice.org.uk/scotland)  
0800 028 1456



Living in a cold, hard to heat home? **YES Energy Solutions** can help make your home warmer, cheaper and easier to heat. YES can support with:

- Personalised energy efficiency advice
- Information on energy efficiency funding
- Help to manage energy debt



[yesenergysolutions.co.uk/SGN](https://yesenergysolutions.co.uk/SGN)

Contact YES for free  
above or text:

**ADVICE SGNH plus  
your postcode to 82228**



**Home Energy Scotland** offers free advice and support to help make homes warmer, reduce energy bills and contribute to a greener, more sustainable future. HES support with funding to make homes more energy efficient and getting the best deal with your energy bills too.



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

Energy advice line:  
**0808 808 2282**

## INCOMEMAX

Struggling with essential household costs?

**IncomeMax** can help with assessing household finances to see what you may be entitled to. Where there are additional benefits, grants or schemes, the team at IncomeMax can help you claim these.



[incomemax.org.uk](https://incomemax.org.uk)

Call IncomeMax on:  
**0300 777 7772** or email:  
[info@incomemax.org.uk](mailto:info@incomemax.org.uk)



Free advice for older people, their families and carers. They can also help with benefits entitlement checks including attendance allowance, carers allowance, pension credit and state pension.



Age UK:  
[ageuk.org.uk](https://ageuk.org.uk)  
**0800 678 1602**



Age Scotland:  
[agescotland.org.uk](https://agescotland.org.uk)  
**0800 12 44 222**

## SCOPE

Disability equality charity **Scope** offers free energy advice for disabled people, and their loved ones, who are worried about energy and water costs. The service also provides advice on understanding energy bills and managing energy debt.



[www.scope.org.uk/  
disability-energy-support](https://www.scope.org.uk/disability-energy-support)

Scope advice:  
**0808 801 0828**



**Marie Curie** supports those living with a terminal illness stay safe and warm at home as well as other support services. Whatever your question, Marie Curie is here to help with practical information and emotional support.



[mariecurie.org.uk/  
services/support-line](https://mariecurie.org.uk/services/support-line)

Marie Curie:  
**0800 090 2309**



**Kidney Care UK** is the UK's leading kidney patient support charity. The team provide emotional and financial support to kidney patients and their families, as well as a dedicated energy service.



[kidneycareuk.org](https://kidneycareuk.org)

Support team:  
**0808 801 0000**



## Notes

If you're struggling to keep safe and warm at home, please get in touch. We're here to help.



Call us:  
0800 975 1818



Email us:  
[careline@sgn.co.uk](mailto:careline@sgn.co.uk)



Visit us:  
[sgn.co.uk/extra-help](http://sgn.co.uk/extra-help)



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[@SGNgas](https://twitter.com/SGNgas)



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Facebook