



# SGN

Your gas. Our network.

## Looking after you in winter

We're dedicated to keeping you safe and warm all year round. However, we know winter can be a difficult time for some of our customers who need extra support. We'll do everything we can to take good care of you whenever we're working in or around your home this winter.





## Stay safe and well

Organisations such as the Energy Saving Trust, the Met Office and the NHS all share great advice on how to stay warm and well in winter. Here are our top tips:

- Follow NHS advice to heat your home to at least 18°C
- Turn off radiators in unused rooms and close internal doors to keep the heat in
- Make sure you have your gas boiler and appliances serviced annually by a Gas Safe registered engineer
- Fit a carbon monoxide alarm to protect your family against this poisonous gas. Regularly test it and check its expiry date
- Keep an eye on the weather forecast and watch out for Met Office weather warnings
- If cold weather comes, follow NHS advice to wear layers to keep warm and regularly have hot drinks
- Try to check on your neighbours if they could be particularly vulnerable in cold weather
- Keep a list of the free emergency numbers or save them to your phone – call **0800 111 999** in a gas emergency or call **105** in a power cut

## Extra help for those who need it most

As well as looking after you in winter, we're here to keep you safe and warm all day, every day, all year round, whether we're upgrading our network or repairing a gas leak. We offer a range of services to provide extra help for those who need it most:

- Our free locking cooker valve helps keep people, such as those with dementia or autism, safe in their own homes. The simple safety device stops gas cookers being turned on or left on unintentionally.
- If you're struggling to afford keeping your home warm, we could connect you to our gas network for free or for less through our Help to Heat scheme.
- We can register you on your energy supplier's Priority Services Register, so you'll receive priority support in a gas emergency or power cut. The free register lets energy companies like us tailor our day-to-day services to make sure we're helping you stay safe, warm and well-informed all year round.

Our range of services are designed to support people who are over 65, have children under five or are pregnant, have long-term physical or mental health conditions or have additional communication or language needs. We can also help you if you have other additional needs, so please do get in touch to find out how we can support you.

## Supporting you during our work

When we're upgrading our network or responding to a gas emergency, we sometimes have to temporarily disconnect your gas supply. If you're listed on the Priority Services Register (PSR), we'll give you temporary cooking and heating appliances within four hours to make sure you stay warm and can have a hot meal.

We'll always try to keep driveways and pathways clear during our planned projects, unless previously agreed with you. Please let us know of any specific access arrangements you might need, such as extra room for wheelchair access, by speaking to our engineers on site.

If you, or anyone you know, could benefit from any of our free extra help services, please visit [sgn.co.uk/extra-help](https://sgn.co.uk/extra-help) or call our Careline on **0800 975 1818**.

Follow these six steps if you smell gas:



✓ Do open windows and doors



✓ Do turn off any gas appliances and the supply at the meter



✓ Do call the National Gas Emergency Number on **0800 111 999**



✗ Don't smoke or use naked flames



✗ Don't touch any electrical switches



✗ Don't enter a cellar even if your meter is there

We manage the gas network which distributes natural and green gas in the south of England and across Scotland.

This information is available in different formats and languages by calling our Careline on **0800 975 1818** or emailing [customer@sgn.co.uk](mailto:customer@sgn.co.uk).



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