



SGN

Your gas. Our network.

Looking after you in winter

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



**Handy room
thermometer
inside**

Supply interruption support

Over the winter we may need to carry out some work in or around your home, and may have to disconnect your gas supply. If there is a supply interruption and you're a listed Priority Service Register (PSR) customer we'll provide you with temporary heating and cooking appliances within four hours to make sure you stay warm and can have a hot meal.

Need extra support?



Call our Customer Careline on **0800 975 1818** to speak to us about your supplier's Priority Services Register.

A helping hand

Your gas supplier (the company on your gas bill) operates a Priority Service Register and we use this to further help those who need it the most. It's free to join so if you have very young children, some kind of disability, a long-term illness, are a bit older or live with someone who is, call the number on your gas bill to ask your supplier about registering. You can also call our dedicated freephone Customer Careline.

helptoheat scheme

We're committed to helping make homes warmer by offering free or discounted gas connections to low-income and vulnerable households through our Help to Heat scheme.

Call our
Customer Service team
on **0800 912 1700**
or go to
sgn.co.uk/helptoheat
to find out if you're
eligible to apply.

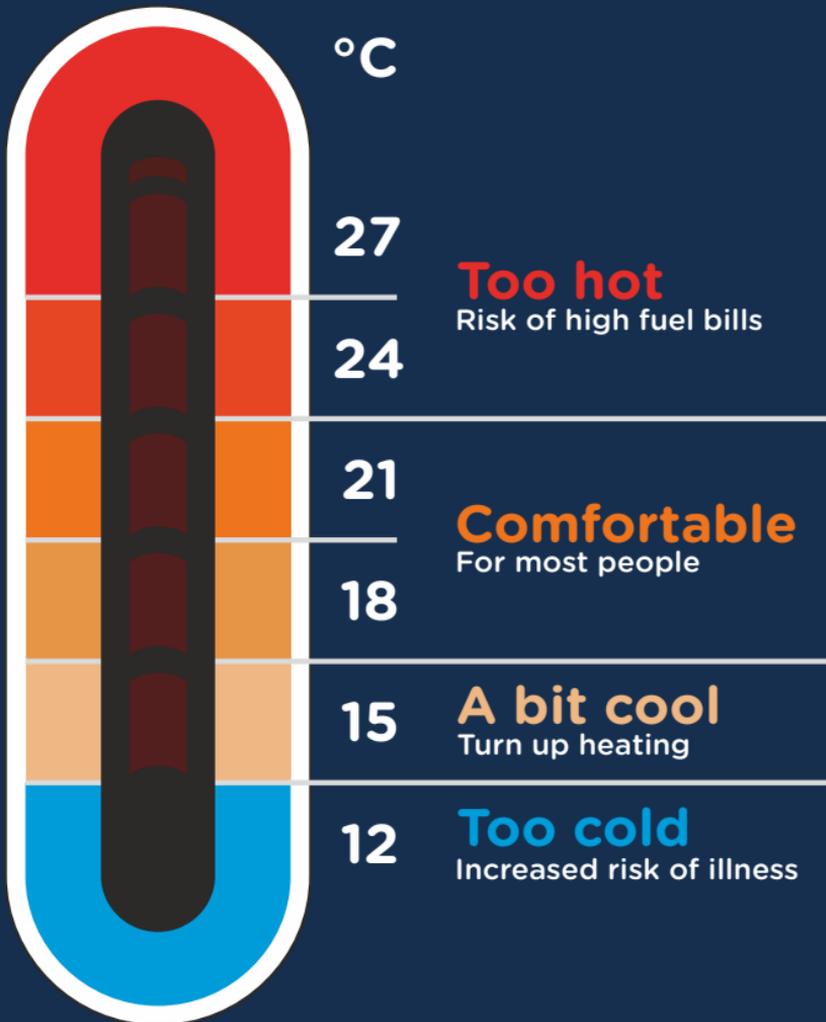


Stay warm and well

Here are a few simple ideas to keep your heating costs down and help you stay healthy during the winter months:

- Wear warm clothes in layers
- Turn radiators off in unused rooms and close internal doors to keep the heat in
- Think about installing thermostatic valves on radiators in rooms you use the most
- Moving furniture away from radiators allows heat to circulate better
- Closing your curtains keeps the heat in and draughts out
- Ask about any benefits or grants you might be entitled to such as winter fuel payments and insulation costs
- Have a hot drink regularly and if you find moving about difficult, have a flask handy. Eat small amounts regularly throughout the day
- Keep a list of useful/emergency contacts and local organisations which support older people by your phone
- Keep torches, a battery-powered radio and spare batteries where they're easy to find in the dark in case of power cuts

Use this thermometer to check
your room is the right temperature



Note: thermometer for illustrative purposes only

**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 network which distributes natural and green gas to 5.9 million homes and businesses across Scotland and the south of England. Whoever your supplier is, our pipes deliver gas safely, reliably and efficiently to every one of our customers.



0800 912 1700



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sgn.co.uk



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