

Helping you use gas safely

We're committed to keeping customers across our gas network safe and warm



Smell gas? 0800 111 999

24/7

Emergency



Connect



Upgrade

Looking after you

We manage the network that 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.

It's your gas, in our network.

Gas emergency

We provide the National Gas Emergency response to our network.

If you report a gas escape our engineers provide a 24 hour service and attend to make the situation safe.

"We'll always make the situation safe whether the gas emergency is inside or outside your home."



Follow these six steps if you smell gas:



Do open windows and doors to help ventilate the gas



Do turn off the gas supply at the meter and make sure any gas appliances are turned off



Do call the National Gas Emergency Number on 0800 111 999. Lines are open 24 hours a day, 365 days a year



Don't smoke or use any naked flames



Don't touch any electrical switches. Turning a switch on or off could ignite a gas leak



Don't enter a cellar if you smell gas, even if your gas meter is located in the cellar

When you call, please have the following information ready:

- The address of the gas emergency and your contact phone number
- If you can smell gas, where the smell is the strongest and how long it has been noticeable
- The number of people in the property and whether any neighbours are affected
- Any special circumstances or access information we need to know

Gas Safe Register helpline:

Whenever our engineers are called out they will always make the situation safe. However, the emergency service we provide means we are normally unable to do anything more than minor repairs to appliances or internal pipework. In the interests of safety, we may need to turn off your supply at the meter or disconnect some appliances. Please contact a Gas Safe registered engineer for repairs and to reconnect your supply.

Gas Safe Register
Monday to Thursday 9am-5.30pm
Friday 9am-5pm

- 📞 0800 408 5500
- @ enquiries@gassaferegister.co.uk
- 🌐 gassaferegister.co.uk

Symptoms of carbon monoxide poisoning



Headaches



Nausea



Dizziness



Breathlessness



Collapse



Loss of consciousness

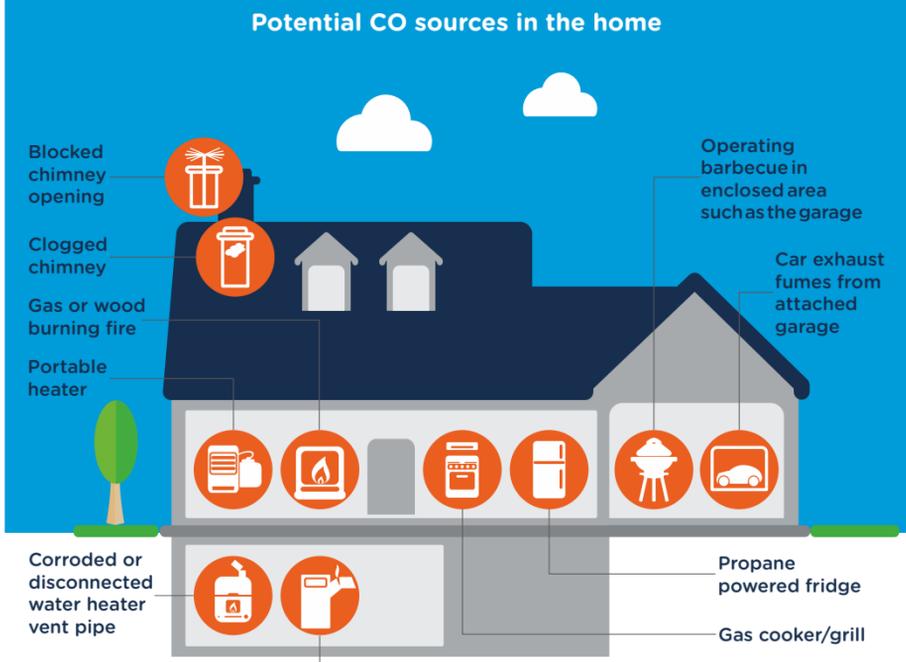
If you're concerned about the presence of CO or notice symptoms of CO poisoning, contact the National Gas Emergency Service on 0800 111 999 immediately.

Taking control of CO safety

- Get coal, oil and natural gas appliances checked annually by a qualified professional.
- Flames on most heating appliances should be crisp and blue. Yellow or orange flames should be checked by a professional.
- Look for staining, sooting or discolouration on appliances as a sign of carbon monoxide.
- Ensure there is adequate ventilation for appliances and don't block off air vents.
- Fit an audible carbon monoxide alarm, that complies with BS EN 50291 and always follow the manufacturer's instructions.
- Be aware of the symptoms of carbon monoxide poisoning.

If you're concerned there is CO present, turn off the appliance and immediately seek assistance.

Potential CO sources in the home



Top gas safety tips

Remember never to use BBQs and portable heaters in enclosed spaces without proper ventilation.

It's not just gas appliances in the home that can produce CO. Keep an eye out when camping and in holiday accommodation.

Appliances must only be used for their intended purpose. It's dangerous to use cookers, hotplates or BBQs as space heaters.

Have your appliances installed and regularly serviced by a qualified professional.

SGN Customer Service

Our UK based Customer Service team is committed to keeping you informed and resolving your queries quickly and comprehensively.

We're on hand to help with enquiries about our network, from new or existing gas connections to emergency repairs and our mains replacement projects.

Need extra support? Ask us about the Priority Services Register.



We're always happy to help

- 📞 0800 912 1700
- @ customer@sgn.co.uk
- 🌐 sgn.co.uk

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