

# Electricity and Gas Emergencies



## Electricity Emergencies

If you experience a loss of supply, any disturbance to your electricity supply or an emergency, in the first instance you should always contact your Licensed Distribution System Operator (LDSO) or for some customers, the Independent Distribution Network Operator (IDNO) for your area.

There is now a single 3digit national number you can call them on:



## Gas Emergencies

If you suspect a gas leak at any time, day or night, cannot turn off the supply or have no supply, you **MUST** call the free emergency line on 0800 111 999. The Gas Emergency Service is open 24 hours a day, 365 days a year and is provided by the gas pipeline company Cadent.

### What's the first thing you should do if you smell gas?

- Step 1: Open windows and doors to get rid of the gas.
- Step 2: Check to see if the gas has been left on, or if a pilot light has gone out. If so, turn the appliance off. If not, there could be a gas escape.
- Step 3: Turn the main gas tap to the "OFF" position. The supply is "OFF" when the ridged line on the spindle is across the pipe. Then phone the free emergency number immediately: 0800 111 999.

**DON'T** turn any electrical switches (including doorbells) on and off. You can, however, use the telephone to call the emergency number.

**DON'T** smoke.

**DON'T** use matches or naked flames.

**DON'T** leave it to someone else to call - you could be putting yourself or others at risk. If in doubt, phone the gas emergency service number on 0800 111 999.

There is no charge for coming out to check a leak, making it safe or repairing your meter.