

# Gas, Electricity Emergency Procedures and Distribution Network Operators Guide

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## Gas Leak Emergency Procedure

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If you smell gas or think you have a gas emergency please call the free Gas Emergency Services line immediately on **0800 111 999**.

### DO NOT

- Operate any electrical switches (on or off)
- Smoke or use a naked flame

### DO

- Open doors and/or windows to ventilate the area
- Check your gas appliances and turn them off
- Turn the gas supply off at the main meter/or Emergency Control Valve, unless the meter is located in the cellar/basement
- Telephone the National Grid Emergency Service on **0800 111 999**
- Inform Corona Energy of the circumstances on **0800 804 8589**

### FIRE

If there is a fire on the premises:

- IMMEDIATELY activate the fire alarm, evacuating premises
- TELEPHONE the Fire Brigade
- ISOLATE the gas supply at the main meter if safe to do so
- TELEPHONE National Grid Emergency Services on **0800 111 999**
- INFORM Corona Energy of the circumstances on **0800 804 8589**

### Out of Office Gas Emergency Numbers

If your site has been made safe but you are off gas and need to have it reinstated please check your meter to establish who the Meter Asset Manager is (MAM).

The following numbers are the MAMs that own meters supplied by Corona Energy:

Full name	Out of office hours
National Grid - Industrial and Commercial Meters	0870 0600 005
National Grid Metering - Domestic Meters	0844 288 3030 or 0845 527 9330
British Gas	0800 975 5555
Energy Assets	0844 288 3030 or 0333 9000 405 or 01506 405405
ECO Metering Solutions	0141 249 3999
Exoteric Gas Solutions (EGS - now Energy Assets)	0844 288 3030 or 0333 9000 405

**t** 0800 804 8589  
**e** [info@coronaenergy.co.uk](mailto:info@coronaenergy.co.uk)  
**w** [coronaenergy.co.uk](http://coronaenergy.co.uk)

Full name	Out of office hours
Meter Fit North/East/West	0330 123 0629
SGN (I&C)	0800 9800 411
SMS Meter Assets Ltd	0141 249 3930
Future Metering Services Ltd	0845 437 9290
S.A. Gas Engineers Ltd	0150 6405405
GTC	01359 243311 or 01359 240 363 option 1
Indigo Pipelines (SSE)	0345 078 6739
ESP Connections	01372 587 500
Energetics (GUC)	0845 055 9174
Fulcrum Pipelines	03330 146466 or 0330 22 11 202
SAS Metering	01752 822424 or 07723 093177
Commercial Meters Ltd / Capital Meters	01376 333570
Macquarie Meters 3	01376 333570
Utility Metering Services Ltd	01376 333570

If the gas escape is on the incoming pipe or roadside, call **0845 605 6677**.

## **Electrical Emergency Procedure**

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Your electricity network operator looks after your electricity supply. If there's an electrical emergency or power outage at your business, you'll need to ring your areas operator. Call **105** which will direct you.