

Gas Emergency Procedure

Step 1

If you smell gas or think there is a Gas Emergency:

Do Not

- Operate any electrical switches (on or off)
- Smoke or use a naked flame
- Enter a cellar or a basement, even to turn off the meter
- Operate any electrical security entry lock/phones

Do

- Call the 24-hour Gas Emergency Service number immediately on **0800 111 999**. They should attend within 1 hour to make the site safe
- Make them aware if your site is one of the following: a care home, hospital, children's home or if there are people living on site
- Evacuate the premises and seek urgent medical advice from A&E if anyone at the site is showing signs of Carbon Monoxide (CO) poisoning* or if the CO alarm has sounded
- 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 in the cellar or basement
- Obtain a Job Reference Number from the Emergency Line

*Signs of Carbon Monoxide poisoning include headache, dizziness or weakness, nausea or vomiting (no fever)

Step 2

Has the Gas Emergency occurred between Monday to Friday 9am to 5pm (Excluding Bank Holidays)?

If No, go to the Step 3

If Yes: Call Corona Energy on **0800 804 8589 Press Option 1**

- Provide the Job Reference Number
- Corona Energy will advise the next steps on how to get your site back on gas

Gas Emergency Procedure

Step 3

Has the Gas Distribution engineer attended your site to make the site safe?

If No:

- If you have reported your gas emergency over one hour ago, contact the Gas Emergency Service number immediately on **0800 111 999**
- Provide the original Job Reference Number
- Advise that Gas Distribution Network engineer has not yet attended site and that you reported it over an hour ago

If Yes:

- Go to Step 4, follow the steps listed below the relevant scenario

Step 4

Has the Gas Distribution Network engineer advised that there is an issue with the outgoing pipework?

- The outgoing pipework is your responsibility
- Contact a Gas Safe engineer to rectify the issue by calling **0800 408 5500**

Has the Gas Distribution Network engineer advised there is an issue with the meter?

- Check your meter for the label that identifies your Meter Asset Manager (MAM)
- Contact your MAM using the telephone number at the end of this document
- Provide the Job Reference Number
- Make them aware if your site is one of the following: a care home, hospital, children's home or if there are people living on site

Your MAM should attend your site to correct the fault with the meter within:

- 4 hours if you are without gas
- 3 working days if you are on gas

Gas Emergency Procedure

MAM	Telephone Number
Energy Assets	01506 405 405
National Gas Metering Limited (National Grid Metering)	0800 001 4340
SMS Meter Assets Ltd (The UK Meter Exchange Limited)	0141 249 3999
Start Utility Funding	03330 030 845
Squire Energy Ltd (Stark Utility)	01372 360 607
Fulcrum Metering Services	03330 146 466
SGN Metering	0800 912 1700
Utility Metering Services	03306 781 778
Morrison Energy Services	03306 781 778
GTC Infrastructure Limited	01359 302 255
City Energy Network Ltd	02920 499 183
CRS Gas Solutions Ltd	01636 704 703
Distributed Energy Connections Ltd	enquiries@de-connections.com
Eco Metering Solutions	01992 899901
Energy Metering Solutions Ltd	02088 966 023
ES Pipelines Limited	01372 587 500
Green Frog Utilities Limited	01675 488 644
Haste Ltd	01730 897 100
iCD Energy Metering Services Ltd	01709 881 899
IMServe	01908 696 000
Indigo Pipelines Limited	0118 436 2510
Last Mile Gas Limited (Energetics gas)	03300 587 440
Morrison Data Services	0800 015 5976
MPAAS Ltd	03308 088 910
MUA Gas Limited	0800 011 4193
Providor Ltd	01223 652 410
SAS Utility Services Limited	01752 813 325
Smart Choice Metering Limited	03334 439 862
Southern Energy Connections Ltd	01793 530 111
Utilita Field Services Limited	02037 166 990
Yu-Smart Ltd	01204 874 363