

Gas safety checks

As an energy supplier we are required to provide certain customers with a free gas safety check on gas appliances and the gas meter itself every 12 months if you ask us and meet the requirements outlined by our industry regulator Ofgem.

Are you eligible for a gas safety check?

You must fit **all** the following criteria for a free gas safety check:

- Be a homeowner
- Be in receipt of a means-tested benefit.
- Have asked for a gas safety check.
- Have not received a gas safety check in the last 12 months.

You must also meet **one** of the following:

- Be of a pensionable age, disabled or chronically sick and live alone.
- Be of a pensionable age, disabled or chronically sick and live with others who are of pensionable age, disabled, or chronically ill or under the age of 18.
- Have at least one child under the age of five years old.

The safety check will be carried out by a certified Gas Safe registered engineer. During the examination the engineer will test the effectiveness of the flue, the supply of combustion air and its operating pressure or heat input and overall operation to ensure it is safe functioning.

If the engineer deems an appliance to be unsafe, they will make sure the appliance is disconnected and advise you on how to get this fixed.

If you're not eligible for a free gas safety check, be sure to arrange your own gas safety check and use an engineer that is on the Gas Safe Register.

If you live in rented accommodation it is your landlord's responsibility to arrange an annual gas safety check and to provide you with a copy of the completed Gas Safety Check certificate

Being gas safe in your home

What is carbon monoxide?

Carbon monoxide is a poisonous, odourless, colourless and tasteless gas that can escape in your home without you knowing. You can't see it, taste it or smell it, but it can kill quickly. It can also cause serious long-term health problems. The people most at risk are children, pregnant women and anyone with breathing or heart problems.

Because carbon monoxide can't be seen and has no smell, you may wish to install a carbon monoxide alarm in your home as a safety measure. These alarms immediately let you know you when there's a high amount of carbon monoxide in the air. Make sure that the alarms you install meet the British or European Safety Standards.

How can I prevent carbon monoxide poisoning?

- Get all your appliances checked by a Gas Safe registered engineer on an annual basis.
- Make sure there is good ventilation in any room where there is a gas, oil or solid fuel appliance.
- Ensure any chimneys or flues are regularly checked for blockages.
- Install a carbon monoxide alarm that meets the British or European Safety Standards.

How can I tell if there is a problem with my gas appliance?

It isn't always possible to tell there is a problem with your gas appliance but if you see any of the below, you should follow the action outlined in the next section:

- The outside casing has become discoloured or stained with soot marks.
- The pilot light goes out frequently or your appliance burns with a yellow/orange flame.
- There is a lot of condensation and a weird smell when your appliance is on.
- The flue is broken or damaged.

What should I do if I believe my appliance is leaking gas?

Take the following actions immediately:

- Switch off your gas appliance until it has been fixed.
- Call National Grid on their Gas Emergency Freephone Number 0800 111 999 or by text-phone on 0800 371 787.
They are open 24 hours a day, 7 days a week, including Bank Holidays.
- Open all doors and windows in the room to increase ventilation.
- Arrange for a Gas Safe registered engineer to come and fix your appliance.
- Contact your GP if you notice or develop any of the following symptoms:
 - Headaches
 - Dizziness
 - Tiredness
 - Nausea
 - Breathlessness
 - Chest or Stomach pains

Useful contacts:

Further information and advice on how you can stay gas safe in your home can be found via the following contacts:

Age UK

Telephone: [0800 1696565](tel:08001696565)

Citizens Advice Bureau (CAB)

(Contact details for your local CAB can be found on their website)

Energy Supply Ombudsman

Telephone: [0330 440 1624](tel:03304401624)

Health & Safety Executive (HSE)

Telephone: [0800 300 363](tel:0800300363)

Gas Safe Register

Telephone: [0800 408 5500](tel:08004085500)

Related Documents

[Health and Safety at Work etc. Act 1974](#)