Keeping you safe and warm

Working in partnership YMCA

YOUR LOCAL GAS NETWORK

WALES&WEST UTILITIES

Hello

Looking after our customers is a key priority for us at Wales & West Utilities.

In this leaflet, you'll find lots of useful tips and information to keep you safe and warm at home. Make sure you keep it somewhere safe, just in case!

And don't forget, if you need help you can call us on **Freephone 0800 912 2999**.

A bit about us...

Every day our skilled and dedicated colleagues provide 7.5 million customers with safe, reliable and affordable energy services. We're also looking at ways our network can support a greener energy future.

Staying warm

1. **Maintain warmth in key areas** – Heat rooms like the living room and bedroom to at least 18°C, and the living room around 21°C.
2. **Stay active** – Move around at least once an hour to boost circulation and avoid sitting still for long periods.
3. **Wear layers** – Wear several thin layers, along with a hat, gloves and socks.
4. **Use extra bedding** – Add blankets, hot-water bottles, and choose flannel or fleece bedding to trap body heat.
5. **Insulate your home** – Block draughts, insulate your loft and pipes and keep vents clear.
6. **Eat and drink to stay warm** – Consume hot food and drinks, like soups and stews, and avoid alcohol as it can cause heat loss.
7. **Close curtains at night** – Keep them open during the day for warmth but draw them before dark to keep the heat in.

If you are worried about costs of running smaller appliances such as fan heaters and hot plates, use this calculator for more information. **Or scan the QR code**

www.sust-it.net/heating-energy-calculator.php

In a medical emergency, don't delay, phone 999.

Here's what to do if you smell gas

1. Call Freephone **0800 111 999** immediately

2. **Stay calm**
   We'll be with you as soon as possible.

3. **Turn off all your gas appliances**
   If possible, switch off the gas at the meter (unless the meter is in the cellar or basement, in which case don't go in).

4. Open all your windows and doors

5. Don't use any electrical appliances or light switches

6. Don't smoke or use naked flames

7. Leave the house and wait outside or with a neighbour

If you're renting

By law your landlord has to arrange yearly gas safety checks. You can sign up for a free reminder service at **https://www.staygassafe.co.uk/set-reminder/**

Or scan the QR code

In a medical emergency, don't delay, phone 999.

Suspect Carbon Monoxide?

1. Suspect CO poisoning? Call Freephone **0800 111 999** Or Freephone **0800 371 787** (minicom). We'll be with you as soon as possible.

2. Turn off any gas appliances

3. Open all your windows and doors

4. Either wait outside or with a neighbour

Unfortunately we're not able to carry out repairs on your appliances. But you can easily find an engineer who is registered with Gas Safe (see page 12 for details).

What is CO?

Carbon monoxide is a **colourless**, **odourless**, **tasteless** and poisonous gas. Occasionally it can be released into a home if an appliance is faulty or because a flue, chimney or vent is blocked.

What to look out for

- Gas appliances burning with a yellow/orange flame rather than blue
- More condensation inside your windows
- Pilot lights blowing out
- Soot or yellow/brown staining on or around your appliances

Possible symptoms

- 'Flu-like' symptoms (without fever)
- Chest or stomach pains
- Strange behaviour
- Feeling or being sick
- Breathlessness
- Feeling tired or drowsy
- Giddiness or headaches
- Problems with your vision

Three ways to stay safe

1. Make sure fuel-burning appliances are serviced once a year by a Gas Safe registered engineer.

2. Get chimneys swept and make sure flues are clear.

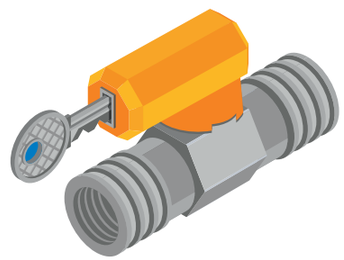
3. Install a certified CO alarm. These cost around £15 and you can buy them from your local DIY store, supermarket or gas supplier.

Locking Cooker Valve

What is it?

The locking cooker valve can be fitted* to gas cooker pipework free of charge. It allows customers who can no longer operate their gas cooker safely to stay living in their own home – and provides reassurance to family, friends and carers.

- The cooker cannot be turned on or accidentally left on when the key holder is not present.
- The valve only isolates the cooker which means the central heating system can still run.



How you can help

Know of anyone who could benefit from having a Locking Cooker Valve installed? Contact our Priority Customer team on **0800 072 6202** or **priorityservices@wwutilities.co.uk**

For more information on locking cooker valves, visit: **wwutilities.co.uk/LockingCookerValve** or scan the QR code

*subject to survey

Getting help

Priority Services Register

The Priority Services Register helps us and every gas, water and electricity supplier to support those who need it most.

You are eligible for free PSR services if you:

- Use medical equipment reliant on electricity or water
- Live with children under five
- Are blind or partially sighted
- Are deaf or hard of hearing
- Have a chronic illness
- Have anxiety, depression or any mental health condition
- Have a disability
- Are of pensionable age
- Have loss or impairment of smell
- Need documents translated into another format or language
- Temporarily need extra support.

- You'll receive priority updates during power or gas supply interruptions, and be offered emergency help.
- If scheduled power cuts or essential maintenance are required, you'll receive notice to plan ahead.
- You can set a password to verify the identity of engineers and avoid scams and nominate a trusted person to receive communications or bills on your behalf.
- If you can't get to your gas meter safely, you can arrange to have it moved. You'll also be entitled to regular meter readings.
- All information can be obtained in accessible formats like large print, Braille, or audio.
- You may be eligible for a free annual Gas Safety Check from your supplier.

To join you can

call us on **0800 072 6202**, visit **thepsr.co.uk** or **contact your gas supplier**.

Avoiding scams

Sadly, some people pretending to be from utility companies try to take advantage of the most vulnerable in our communities.

Whether they're responding to gas emergencies, connecting homes to the gas network or working on our gas pipe upgrade programme, all members of our team, including contractors, will be carrying an identification card and will be happy to show it if you ask.

If you or someone else is in immediate danger because of a scam (for example, being threatened by an aggressive doorstep caller), call the Police on 999.

Action Fraud is the UK's national reporting centre for fraud and cyber-crime where you should report fraud if you have spotted a scam or have been scammed, defrauded or experienced cyber-crime.

You can visit the website: **actionfraud.police.uk**
or call Action Fraud on **0300 123 20 40**.

More help and advice

Here's a list of useful agencies

Gas Safe Register

0800 408 5500
gassaferegister.co.uk
The official list of gas engineers who are registered to work safely and legally on boilers, cookers, fires and all other gas appliances.

Citizens Advice

England: **0800 144 8848**
Wales: **0800 702 2020**
citizensadvice.org.uk
An organisation which can give free, independent advice so that you know your rights as an energy consumer.

National Energy Action

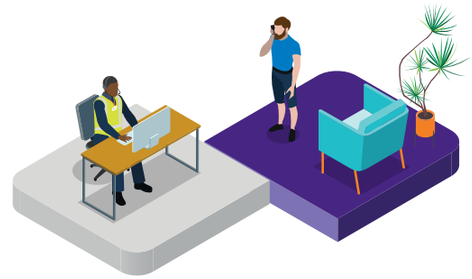
Energy Advice **0800 304 7159**
Benefits Advice **0800 138 8218**
nea.org.uk
Working to ensure that everyone is warm, safe and healthy at home.

Centre for Sustainable Energy

Bristol, South Gloucestershire, B&NES, Somerset, Wiltshire and Swindon
0800 038 6345
cse.org.uk
Energy advice to help you reduce your bills, access benefits and insulate your home.

Find ways to save energy in your home

0800 098 7950
gov.uk/improve-energy-efficiency
Get recommendations for home improvements that could make your property cheaper to heat and keep warm.



Turn2us

turn2us.org.uk
Use their free and easy-to-use Turn2us Benefits Calculator, Grants Search and PIP Helper tools to check what benefits you might be able to claim and what grants you might be able to apply for.

SCOPE

0808 800 3333
scope.org.uk
Disability and equality charity providing practical and emotional support.

Royal National Institute of Blind People (RNIB)

0303 123 9999
rnib.org.uk
Practical and emotional support for blind and partially sighted people, their families and carers.

Royal National Institute for Deaf People (RNID)

0808 808 0123
rnid.org.uk
Information and support for people who are deaf, have hearing loss or tinnitus, and those who support someone with one of the above.

Age UK/Age Cymru

0800 055 6112 | ageuk.org.uk

Age Cymru

0300 303 44 98
agecymru.wales
Advice for older people on money, care, health, housing and more.

Care & Repair Cymru

02920 107580
careandrepair.org.uk
Helping older people in Wales to repair, adapt and maintain their homes.

Alzheimer's Society

0333 150 3456
alzheimers.org.uk
Giving help to those living with dementia, and providing hope for the future.

Mental Health UK

020 7840 3101
mentalhealth-uk.org
Providing people with the tools they need to live their best possible life at home, school, and work.

Mind

0300 102 1234
mind.org.uk
Offer help whenever you might need it through their information, advice and local services.

Hoarding Disorders UK

0330 133 2310
hoardingdisordersuk.org
Providing practical hands-on support and expert advice to those affected by the varying levels of hoarding disorder, ranging from the chronically disorganised to those with extreme clutter.

The Samaritans

116 123
Jo@samaritans.org
Someone to listen and offer advice.

Age UK telephone friendship service

0800 434 6105
Free telephone friendship services so you can enjoy chatting with someone over the phone, all from the comfort of your own home.

The Silverline

0800 4 70 80 90
thesilverline.org.uk
The opportunity to exchange a friendly word, access support, or enjoy a long enriching conversation for anyone aged 55 or over.

The Trussell Trust

01722 580 180
trussell.org.uk
Providing food and practical support to people left without enough money to live on.

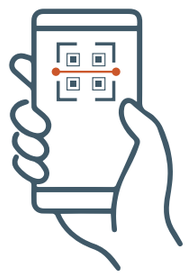
Warm Welcome Spaces

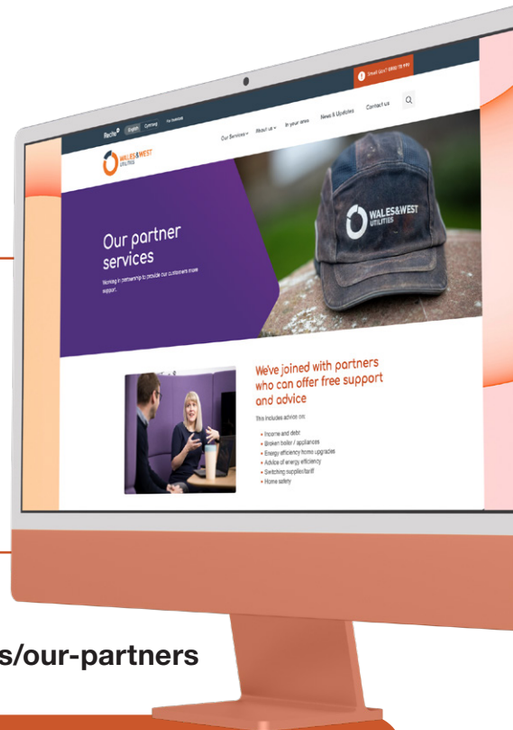
warmwelcome.uk
Providing warm and welcoming community spaces for everyone, aiming to reduce isolation and loneliness.

Visit our website to find out about the partners we work with and the support they can provide.

Find out more

Scan the QR code or use the web link below





wwutilities.co.uk/services/priority-customers/our-partners

Do you need a copy of this leaflet in another language or format, such as large print, Braille, or audio?

Please speak to a member of our customer service team on Freephone 0800 912 29 99, and we'll do our best to help.

Smell gas?

Call Freephone
0800 111 999

wwutilities.co.uk

wwutilities

@WWUtilities

@WWUtilities

MIX
Paper | Supporting responsible forestry
FSC® C174072