

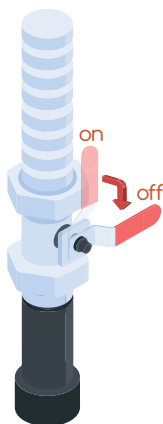
Why have we turned off your gas?

Protecting you from the dangers of carbon monoxide (CO)



1 Why we visited

We visited your property following a call to the National Gas Emergency Service.



2 What we did

For your safety, we've turned off your gas supply to prevent any risk of carbon monoxide.

3 Next steps

You now need to arrange for a Gas Safe registered engineer to carry out further checks to get your gas supply back on.

For help finding an engineer, visit gassaferegister.co.uk or call **0800 4085500**.

If you're renting  it's important to let your landlord know as they are required by law to arrange annual gas safety checks and, in some cases, install carbon monoxide alarms. For more details, visit www.utilities.co.uk/services/safe-warm/carbon-monoxide 

If you smell gas or suspect carbon monoxide call the National Gas Emergency Service



TIP
Save me to your phone!



WALES&WEST
UTILITIES

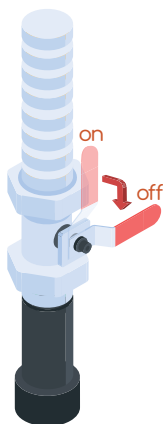
Pam rydym wedi diffodd eich nwy?

Eich diogelu rhag peryglon carbon monocsid (CO)



1 Pam galwon ni

Galwon ni yn eich eiddo wedi galwad i'r Gwasanaeth Argyfwng Nwy Cenedlaethol.



2 Beth wnaethon ni

I'ch diogelu, rydym wedi diffodd eich cyflenwad nwy i atal unrhyw risg o garbon monocsid.

3 Camau nesaf

Mae angen nawr i chi drefnu i beiriannydd sydd ar gofrestr Gas Safe wneud gwiriadau pellach er mwyn cael eich cyflenwad nwy yn ôl.

I gael help i ganfod peiriannydd, ewch i gassaferegister.co.uk neu ffoniwch 0800 4085500.

Os ydych chi'n rhentu, mae'n bwysig rhoi gwybod i'ch landlord gan bod rhaid iddynt, yn ôl y gyfraith, drefnu gwiriadau diogelwch nwy blynyddol ac, mewn rhai achosion, osod larymau carbon monocsid. Am fwy o fanylion, ewch i www.utilities.co.uk/services/safe-warm/carbon-monoxide

Arogli nwy neu amau carbon monocsid? Ffoniwch y Gwasanaeth Argyfwng Nwy Cenedlaethol



CYNGOR

Cadwch fi
ar eich
ffôn



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What is carbon monoxide (CO)?

Carbon monoxide is known as the silent killer because it's invisible and the only way to detect it is with a carbon monoxide alarm. Breathing it in can cause serious health problems or even death.

Carbon monoxide is a toxic gas released when fuels like gas, wood, oil, or coal do not burn properly. This can happen if appliances are incorrectly installed, misused, or poorly maintained.

Stay safe from the silent killer



1. If your carbon monoxide alarm sounds
2. Go outside immediately
3. Call the National Gas Emergency Service

TIP

Keep me
on your
fridge

To stay safe from carbon monoxide:

- Have your gas appliances serviced annually by a gas safe registered engineer.
- Place carbon monoxide alarms around your home. Make sure they're in the correct position, and tested regularly.
- If you suspect you have been exposed to carbon monoxide, seek urgent medical attention.

Do you need extra help and support?

For more information about our free support services:

- Call our priority customer team on 0800 912 2999 to talk to one of our advisors
- Visit **www.utilities.co.uk/services/priority-customers** where you will also find our self-referral forms.

Carbon monoxide: Can't see it • Can't smell it • Can't taste it

REMEMBER if you smell gas or suspect a carbon monoxide leak call the National Gas Emergency Service on 0800 111 999



www.utilities.co.uk



[@WWUtilities](https://twitter.com/WWUtilities)



[wwutilities](https://www.utilities.co.uk)



[@WWUtilities](https://www.utilities.co.uk)

Beth yw carbon monocsid (CO)?

Mae carbon monocsid yn cael ei alw'n lladdwr tawel gan ei fod yn anweledig a larwm carbon monocsid yw'r unig ffordd i'w ganfod. Gall ei anadlu achosi problemau iechyd difrifol neu farwolaeth.

Mae carbon monocsid yn nwy gwenwynig gaiff ei ryddhau pan na fydd tanwydd fel nwy, coed, glo neu olew yn llosgi'n iawn. Gall ddigwydd os bydd cyfarpar wedi'u gosod yn anghywir, eu camddefnyddio, neu eu cynnal yn wael.

Cadw'n saff rhag y lladdwr tawel



1. Larwm carbon monocsid yn seinio

2. Ewch allan ar unwaith

3. Ffoniwch y Gwasanaeth Argyfwng Nwy Cenedlaethol

CYNGOR
Cadwch fi ar
yr oergell

I aros yn ddiogel rhag carbon monocsid:

- Sicrhewch wasanaeth blynyddol i'ch cyfarpar nwy gan beiriannydd ar gofrestr Gas Safe.
- Gosodwch larymau carbon monocsid o gwmpas eich cartref. Sicrhewch eu bod yn y safle cywir, ac yn cael eu profi'n rheolaidd.
- Os ydych yn amau i chi anadlu carbon monocsid, ceisiwch sylw meddygol brys.

Angen rhagor o gymorth a chefnogaeth?

I gael rhagor o wybodaeth am ein gwasanaethau cymorth di-dâl:

- Ffoniwch ein tîm cwsmeriaid blaenoriaeth ar 0800 912 2999 i siarad ag un o'n cynghorwyr
- Ewch i www.utilities.co.uk/services/priority-customer i gael ffurflenni hunan-atgyreirio neu hefyd

Carbon monocsid: Dim golwg • Dim arogl • Dim blas

COFIWCH: Arogli nwy neu amau bod carbon monocsid yn gollwng? Ffoniwch y Gwasanaeth Argyfwng Nwy Cenedlaethol ar 0800 111 999



www.utilities.co.uk



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