

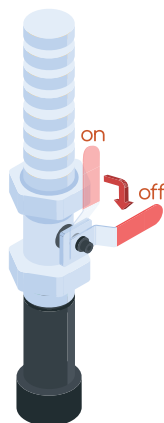
# Why have we turned off your gas?

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](http://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 [wwutilities.co.uk/services/safe-warm/carbon-monoxide](http://wwutilities.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

## 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](https://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](https://www.utilities.co.uk)



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