



Helping families stay safe and warm this winter

We look after the network that keeps gas flowing to homes and businesses in your area. We know you're relying on us more than ever to keep you and your family safe and warm this winter. Here's some useful tips and services from us and our energy partners, which could help your family in the months to come:

Stay CO safe

Carbon monoxide is a highly poisonous gas. It's known as the silent killer as you can't see it, smell it, hear it or taste it. You can help protect your family by installing a CO alarm in your home.

As well as regularly testing your CO alarm and checking its expiry date, it's important to [have your gas appliances checked by a Gas Safe registered engineer every year.](#)

Reach the right people

Do you know who to call in a gas emergency or if your boiler breaks down this winter?

If you smell gas, call the National Gas Emergency Service on **0800 111 999** and we'll be there to keep you safe. For any problems with your boiler or appliances, you'll need to [contact a Gas Safe registered engineer](#) to help. In a power cut or if you spot damage to electricity power lines or substations, call **105**.



Click orange text for easy links



Keeping kids safe

With the kids at home far more than usual, it's not easy to keep them occupied. Here's some resources to help keep your kids busy, while teaching them about gas safety and energy efficiency:

- Join [George and friends](#) for fun facts and games to learn where gas comes from and how we use it in our homes
- Enter [our CO safety competition](#) to win cash prizes for helping teach others about the dangers of carbon monoxide
- The superhero bear [Safety Seymour](#) is on a mission to teach children about carbon monoxide and how to protect themselves
- Become an energy expert with [National Energy Action's five-day challenge](#)

Priority Services Register

The **Priority Services Register (PSR)** helps us identify who needs priority support in a gas emergency or power cut. It's a free and confidential service, which ensures you receive extra help when you need it by letting energy companies like us tailor our day-to-day services to support you. If you're without gas, we'll provide you with electric heating and cooking appliances or even alternative accommodation to keep you safe and warm.

You can [register for the PSR on our website](#) if someone in your home:

- is pregnant
- is under five
- is over 65
- has a disability
- has long-term physical or mental health condition
- has additional language or communication needs



Help to Heat

If you, or someone you know, finds it difficult to afford keeping your home warm, we could help your heat your home for less with our [Help to Heat scheme](#).

We can connect eligible homes to our gas network for free or at a reduced rate, and we can also offer help towards the cost of installing central heating. Visit [our website](#) or call our partner YES Energy Solutions on **0800 015 5174** to find out more.

Energy advice

Our partners offer confidential, independent advice about home energy efficiency, help with switching tariffs and support with clearing energy bill debt.

Visit the [Energy Saving Trust](#) or [Home Energy Scotland](#) for more information. You can also call us on **0800 975 1818** and we'll put you in touch with an energy advice expert.



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