

Important safety information



What to do in an emergency

- **Call the fire brigade:**

In the unlikely event that you experience a problem such as a gas leak or fire, call the fire brigade on **999** and advise them it's a leak/fire involving LPG (Liquefied Petroleum Gas).



- **Call our emergency phonenumber:**

Please also follow our advice below and contact us as quickly as possible. Call our 24-hour emergency phone number on **0808 178 2009**. Please note, this number is for emergencies only.

Non-urgent problems and queries

- If you have a problem with your gas supply or a question about your account please call our Customer Service Team on **0808 208 0000**, Monday to Friday, 9am – 5pm.

If you smell gas or have a gas leak **INDOORS**

- Extinguish all naked flames immediately.
- Turn off the LPG Emergency Control Valve (ECV) on the external/boundary wall of your property and close the gas shut-off valve on your tank.
- Make sure all electrical equipment is turned off.
- Open all doors and windows to ventilate the building.
- Contact the company responsible for installing or maintaining the appliance with the leak or a Gas Safe Registered engineer.
- We are unable to help you with any appliances or equipment that we have not installed, as we're here to help you with your gas supply, not your actual gas appliances.

If you smell gas or have a gas leak **OUTDOORS**

- Extinguish all naked flames immediately.
- Turn off the gas at the gas shut-off valve on your tank.
- Call AvantiGas on our 24-hour emergency phone number – **0808 178 2009**.

Stay safe in the event of a major **LEAK or FIRE**

- Avoid personal risks.
- Call the fire brigade on **999** and advise them it's a leak/fire involving LPG (Liquefied Petroleum Gas).
- Evacuate everyone from the area.
- Keep upwind of any leakage.
- Call AvantiGas if it's safe to do so on our 24-hour emergency phone number – **0808 178 2009**.