



**Shell**  
**ENERGY**

# Gas Safety & Carbon Monoxide Advice

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## Gas Safety

### What should I do if I smell gas?

- Ventilate the property by opening all doors and windows
- Avoid using any electrical equipment within the property (including light switches and mobile phones)
- Avoid using naked flames such as matches and lighters
- Where it is safe to do so, turn off the gas at the emergency control valve by the meter (it's normally turned off when the handle is at a right angle to the pipe)
- Call the emergency gas services immediately on 0800 111 999. Calls are free and advice is available 24/7.

### An appliance isn't working but I can't smell gas

1. Contact a 'Gas Safe' registered engineer to investigate the problem. Shell Energy isn't responsible for internal appliances, so you need to get a qualified engineer
2. If the Gas Safe registered engineer identifies a problem that requires our support, then contact us
3. Do not call the emergency gas services unless you can smell gas

### Gas safety checks

All gas appliances and (if applicable) related flues and other gas fittings should be checked and serviced every 12 months for safety and efficiency.

When any work is carried out on or in relation to gas appliances and gas fittings, gas operatives should be Gas Safe registered and hold a valid certificate of competence for each work activity that they wish to undertake. Competence can be proved by engineers showing their current Gas Safe Register ID. You can find one on the [Gas Safe Register website](#).

### Safety advice for vulnerable customers

If you're signed up to our Priority Services Register (PSR) and classified as a 'vulnerable customer' you may be eligible for a free gas safety check if you fulfil the criteria. Information on our PSR can be found [on our website](#) or you can call us on 0330 094 5800.

### What to do if a gas appliance has been condemned as a result of a gas safety check

If an appliance is unsafe, the engineer should explain why and record this. On occasions it is because it is not burning gas properly and incorrect combustion means a risk of carbon monoxide exposure. The engineer will advise you what action you need to take to resolve the issue.

## Carbon Monoxide

### What is carbon monoxide and why is it dangerous?

You can't see it, you can't smell it and you can't taste it - but it's a highly dangerous gas. You need to be aware of the steps to take to avoid being harmed by it. High levels of exposure can prove fatal. Lower levels can still cause considerable harm. Find full details about the risks of carbon monoxide on the [Carbon Monoxide Aware website](#).

## Gas Safety & Carbon Monoxide Advice

### I might be at risk. What should I do?

If you think you might be at risk, get your appliances checked by a Gas Safe registered engineer immediately.

You can find one on the Gas Safe Register website: [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

Below are a few symptoms to look out for:

- Headaches
- Flu-like symptoms
- Dizziness
- Nausea

If you find that the symptoms above improve when you're away from home, then there may be a problem with your appliances. Get them checked immediately.

### What other signs can I look for?

- Evidence of soot, stains or discolouration near appliances like boilers, gas fires or water heaters
- Is your home properly ventilated? Never block air vents. Make sure the chimney is regularly swept
- Gas flames should burn blue – if they look yellow they might need attention

**And remember, if you think you or your family may be affected, seek medical help immediately.**

### How can I avoid the risks of carbon monoxide poisoning?

Maintaining your gas appliances can help make sure that you and your family stay safe. Poorly maintained gas equipment can leave you exposed to the dangers of carbon monoxide poisoning. We strongly recommend the use of audible carbon monoxide (CO) detectors as a useful backup precaution but they must not be regarded as a substitute for proper installation and maintenance of gas appliances by a Gas Safe Register engineer.

You can be particularly at risk from CO poisoning when you are asleep, because you may not be aware of early CO symptoms until it is too late. **Having an audible CO detector could alert you.**