

Keeping  
you safe



Gas  
Networks  
Ireland

## **Our telephone numbers have changed.**

Please save these new numbers in your phone and place the boiler sticker somewhere memorable.

# If you smell gas...

## **At home**

- Ensure gas appliances haven't been left on and unlit
- Don't smoke, vape or use a naked flame
- Don't unplug or switch anything electrical on or off
- Open windows and doors to let the gas disperse
- Turn off the gas at the meter

## **On the street**

If you smell gas on the street, call **1800 20 50 50** immediately. Don't assume someone else will.

# Then:

**Call our 24 hour Emergency Service**

# **1800 20 50 50**

No matter who your gas supplier is.

**If you can't get through, call 999 or 112.**

In the interests of public safety all emergency calls are recorded. Don't use a phone in the immediate area of the leak, use a neighbour's or call from outside.

[www.gasnetworks.ie](http://www.gasnetworks.ie)



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# Safety and gas meter tampering

Tampering with a gas meter is illegal and a serious public safety concern. It doesn't just put you at risk, but it also puts your family, neighbours and the general public at risk. Gas Networks Ireland regularly attends reported gas leaks caused by illegal meter tampering.

## Tampering with a gas meter is:

- A serious **safety risk** to you, your family, neighbours and the general public, with a risk of gas explosion, fire, injury or even death.
- **Illegal** – if you tamper with your own or other people's gas meters you will be guilty of a criminal offence and so liable for prosecution. It is also illegal to ask, pay or allow someone else to tamper with your meter.
- **Costly** – you will have to pay for the gas used and the replacement of the damaged gas meter.

Gas Networks Ireland and the gas suppliers are very aware of the financial difficulties that some gas customers can experience, but tampering with a gas meter is not the solution. The consequences could be costly or even fatal.

Public safety is the main priority for Gas Networks Ireland. By law, only Gas Networks Ireland representatives and Registered Gas Installers are authorised to work on natural gas meters and gas pipe work.

## What should I do if I suspect meter tampering is taking place?

You can confidentially report any suspected cases of meter tampering to Gas Networks Ireland on 1800 464 464 or at [www.gasnetworks.ie/metertampering](http://www.gasnetworks.ie/metertampering)



# Carbon monoxide

## What is carbon monoxide?

Carbon monoxide is a colourless, odourless and poisonous gas. It can be produced by any appliance which burns any fuel such as oil, turf, coal, gas or wood. If a person is exposed to carbon monoxide over time, it can cause illness, even death. If there is a lack of air for combustion, the appliance is faulty, installed incorrectly, poorly maintained or used incorrectly, carbon monoxide (CO) can be produced.

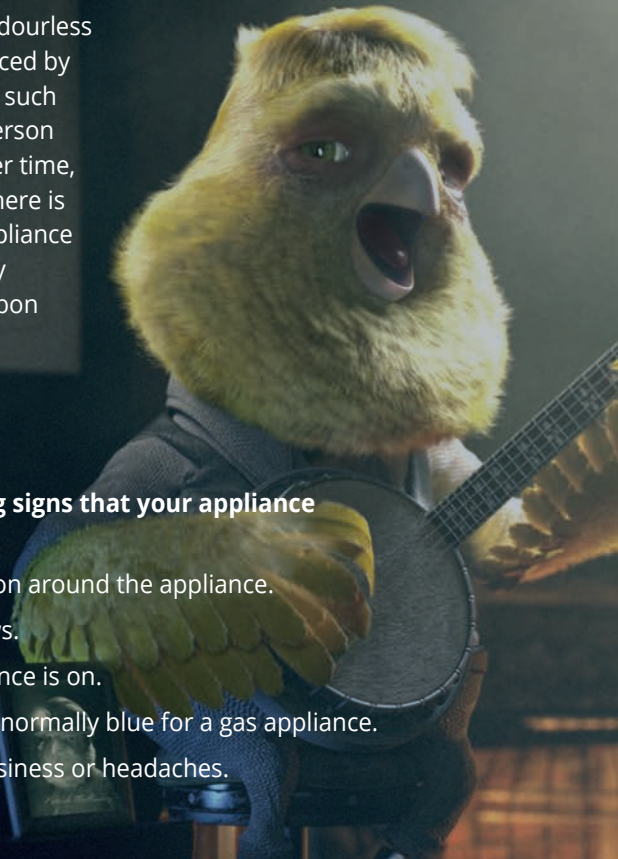
## Know the danger signs

**Watch out for any of the warning signs that your appliance is not functioning properly:**

- Staining, sooting or discolouration around the appliance.
- Condensation on walls / windows.
- A strange smell when the appliance is on.
- A yellow or orange flame where normally blue for a gas appliance.
- Flu-like symptoms such as drowsiness or headaches.

## Be aware of carbon monoxide poisoning

When carbon monoxide is inhaled into the body, it combines with the blood and prevents it from absorbing oxygen. Symptoms of carbon monoxide poisoning include headaches, chest pains, sickness, diarrhoea and general lethargy. If anyone in your house has any of these symptoms, and you suspect carbon monoxide, get fresh air immediately and then seek medical assistance and ask to be checked for carbon monoxide poisoning. If you suspect an appliance may be faulty, stop using it immediately and arrange for a safety inspection by a Registered Gas Installer or qualified service agent for your fuel type.



# Get yourself a carbon monoxide alarm

## Remember

- Ensure your gas appliances are installed and serviced annually by a Registered Gas Installer. For other fuel types use a Registered Oil Technician or qualified service agent.
- All chimneys and flues should be kept clear. Have your chimney(s) swept regularly. Crow Guards should be fitted to all chimneys for open fires and all chimneys for gas fires fitted prior to 1996.
- Ensure rooms are properly ventilated and never block vents.
- Use appliances only for the PURPOSE for which they were designed, e.g. do not use a cooker to heat a room. Never close the door of a gas grill whilst the grill is lit.
- Never use barbeques indoors or under cover.
- Appliances where oil burners were replaced with gas burners should be inspected annually by a Registered Gas Installer.
- Flueless gas water heaters and open flue-type water heaters located in bathrooms are considered unsafe as they consume the air within the room and could produce carbon monoxide. **If you think you may have an unsafe gas water heater, contact Gas Networks Ireland now on 1800 89 89 89.**
- Carbon monoxide can occur in mobile homes, caravans, boats and holiday homes.
- Carbon monoxide can also accumulate through the bulk storage of wood pellets, such as those used for wood pellet heating systems.

## Carbon monoxide alarms

Use carbon monoxide alarms but remember these are no substitute for regular inspection and maintenance of appliances, vents, flues and chimneys.

### Make sure the alarm:

- Complies with European Standard EN 50291.
- Carries the CE mark and an independent certification mark, such as a Kitemark.
- Has an 'end of life' indicator.

More than one alarm may be required to give full coverage. Alarms should be installed as per manufacturers' instructions. Alternatively get a qualified installer to fit them for you.

**Further information:** For further information on carbon monoxide please call **1800 89 89 89** or visit **[www.carbonmonoxide.ie](http://www.carbonmonoxide.ie)**

# Having a gas appliance installed or serviced?



## Never use an Unregistered Gas Installer. Even if it's Daniel.

In your home, safety comes first. So, if you're having a gas appliance installed, serviced or repaired, always use a Registered Gas Installer (RGI). By law, only a Registered Gas Installer is permitted to work on domestic gas installations. A Registered Gas Installer is fully insured and trained in gas safety.

## Service appliances annually

As a homeowner, you are the person responsible for ensuring that the gas appliances and installation pipework in your premises are safely maintained.

You should have your boiler and other gas appliances serviced by a Registered Gas Installer once a year. If you are concerned that an appliance is not operating safely, or your appliances are not in good condition, have a safety inspection conducted by a Registered Gas Installer. A Registered Gas Installer can also, if requested, carry out a safety inspection of the gas pipework in your home.

## Conformance Certificate

A Registered Gas Installer will provide you with a Declaration of Conformance Certificate confirming that the gas work was carried out in conformance with the correct standards and is safe to use. This is an important document, so keep it in a safe place.

## Rented Accommodation

Under the Housing (Standards for Rented Accommodation) Regulations, the landlord is responsible for ensuring that gas and other fuel burning appliances are safely maintained and functional. Landlords are also responsible for installing carbon monoxide alarm(s) where required.

To find a Registered Gas Installer in your area, call 1850 454 454 or visit [www.rgii.ie](http://www.rgii.ie)



# Doing home improvements?

## Home alterations

When adding an extension, converting a garage, double-glazing or weather-sealing doors, you should always consider the ventilation requirements for your appliances. Particular restrictions apply where a living space is to be used as a bedroom or a bathroom. For professional advice on ventilation and appliances contact a Registered Gas Installer before embarking on home alterations.

## Changing the use of a room to a bedroom?

Some gas fires and all boilers which are not 'room sealed' must not be located in a bedroom. If you are considering changing the use of a living room with gas appliances to use as a bedroom, it is important to take account of your gas appliances and seek professional advice from a Registered Gas Installer.

## Think before THEY dig

Every year underground gas pipes are damaged during small jobs around the home, such as building extensions, new driveways, garden walls or landscaping. If you are planning to have work done on your property, always be aware of gas pipes that run underground. It is important to check the location of these pipes before beginning any work. **If you are employing a builder or contractor, make sure to remind them to always dial before they dig by calling 1800 42 77 47 or emailing dig@gasnetworks.ie.**

More information and maps of the gas network and can also be obtained by visiting: [www.gasnetworks.ie/dial](http://www.gasnetworks.ie/dial)



# Further safety information

## ● Gas cookers and hobs

A flame failure device is a protective device built into a hotplate, oven or gas burner which shuts off the gas supply when the flame is no longer detected, protecting you if the burner flame is extinguished or you forget to light the burner.

All new cookers and hobs sold in Ireland since 2005 require flame failure devices to be fitted on all burners. If your cooker or hob was fitted prior to 2005 it may not have a flame failure device on all burners. Check with your local gas cooker retailer for further advice.

## ● Hidden Flues

In some properties the flues from some gas appliances can run for long distances behind ceiling or wall panels. If a hidden flue becomes disconnected it will not be visible and could present a risk of carbon monoxide poisoning. Irish Standards now require access panels and carbon monoxide alarms to be installed in locations where there are hidden flues. Your Registered Gas Installer will advise you if this is required in your property.

## ● Going on holiday?

If you go on holiday, make sure your appliances are turned off. However, in very cold weather, your central heating boiler can be left operating at a low setting in order to prevent water pipes from freezing.

## ● Have you got a meter box key?

It is important that you have a meter box key in an accessible place so you can open your meter box to turn on or off your gas supply.

**To obtain a meter box key, please call Gas Networks Ireland on 1800 464 464 or visit [www.gasnetworks.ie](http://www.gasnetworks.ie)**



## ● Your gas meter

Make sure you can access your gas meter in the event of an emergency.

Prune any overgrown trees or bushes that may restrict access. Do not store waste materials or wheelie bins close to your gas meter.

## ● Isolation Valves in Apartment Buildings

If you live in an apartment building there may be two ways to isolate the gas supply to your property in the event of an emergency. The first will be at the gas meter itself, however the gas meter may be located in a basement or other area you do not have easy access to. If this is the case, there should also be an isolation valve inside your property (i.e. your apartment) where the gas supply pipework enters it. You can use this valve to isolate the supply. Make sure you know where your meter and isolation valve are located.