

Stay Safe, Warm and Well

1. Sign up to the Priority Services Register

What is the Priority Services Register?

It is a free service which keeps you safe if there was a powercut or interruption to your gas supply. It also tells your energy supplier about specific vulnerabilities which could prevent prepay meters being fitted for debt and/or provide extra support if you need larger print bills or someone to read your meter more often.



Who is it for?

Criteria include the following:

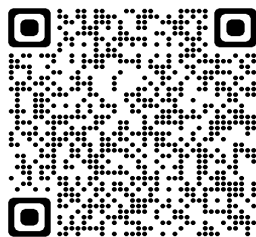
- State pension age
- Disabled or chronically sick
- Dependent on electricity for medical reasons
- Long-term medical condition
- Hearing or visual impairment or additional communication needs
- In a vulnerable situation
- Child under 5 years old

How to sign up?

Call your energy supplier OR

Apply via Northern Gas Networks or Northern Powergrid by ringing up or going online (scan QR code & use partner code **042** and passcode **T7C5FIN9**) or

Call us (Northern Cancer Voices) on 0786 3352308



2. Be aware of the risks of carbon monoxide



What is carbon monoxide?

Carbon monoxide (CO) is a poisonous gas. It is known as the Silent Killer as you can't see it, taste it or smell it. Around 50 people die every year from carbon monoxide poisoning and 4000 people end up in A&E.

How is carbon monoxide produced?

CO is produced if fuel does not burn properly. This may happen if there is inadequate ventilation or if an appliance has not been fitted properly or is poorly maintained or repaired.

Which appliances could produce carbon monoxide?

CO can be produced from a gas boiler, fire or hob, appliances that burn oil, LPG, coal or wood, BBQs, and portable generators.

What are the symptoms of carbon monoxide poisoning?

At low levels CO can cause headaches, nausea and dizziness. At higher levels it can lead to collapse, breathlessness or unconsciousness.

How can you keep yourself safe?

Get a carbon monoxide alarm certified to BS50291 (NB since 1st Oct 2022 it is a legal requirement for landlords to provide CO alarms)

Test your alarm regularly and check the expiry date.

Get your boiler and other appliances serviced annually.

Keep chimneys swept.

Don't block vents.

If you suspect CO poisoning:

- o Call the National Gas Emergency Service 0800 111 999.
- o Turn off appliances, open doors & windows and leave the property
- o See your doctor immediately or go to the hospital