



Key checks to stay warm during winter

During the winter months, your local Gas team is set to react to any heating or hot water system problems which you may experience. To help us help you, please ensure you carry out some basic checks before you ring our call centre.

Carrying out these checks will rule out any simple fixes and provide us with the information we need to help solve the issue. Your help is really appreciated. If you have completed the key checks and your hot water or heating are still not working, please call us on 0800 916 1525 (from a landline) or 0300 123 3561 (from a mobile).

Key checks before you call us:

- Check that your Gas and Electrics to the appliances are turned on.
- Check your thermostat is turned up.
- Is your programmer set to a 'constant' or an 'on' setting? Are there any lights or indicators illuminating?
- Is your programmer set to 'timer'? Is this set to come on?
- Have the clocks gone forwards or back? Your clock programmer might need adjusting to the right time.
- Has your pilot light gone out? Have you tried re-setting this?
- Has your room thermostat been turned up? If it's a digital thermostat, is there a low battery indicator symbol visible?
- Are you on a pre-payment meter? Have you got enough credit?
- Are any other gas appliances affected i.e. cooker, gas fire?
- Has there been a power cut recently? Your heating clock programmer may have returned to its factory setting when the power came back on.
- Some boilers have a pressure gauge on them, what is this reading? These usually need to be around 1 to 1.5 bars.
- Have you checked your input and output dials, are these set correctly on your storage heaters?

- Have you allowed sufficient time for the hot water to heat up?
- If you have a combi boiler is the 'customer control' hot water temperature dial set correctly?
- Is the hot water turned on at the time clock (if present)?