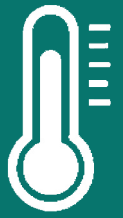


SELF-HELP GUIDE

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 give us a call.

Carrying out these simple 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.

Key checks before you call us:

- Check that your Gas and Electric supply to the appliance is switched on.
- Check that your thermostat is turned up.
- Is your programmer set to a 'constant' or an 'on' setting? Are there any lights or indicators illuminated?
- Is your programmer set to 'timer'? Is this set to come on?
- Have the clocks gone forwards or back? Your clock programmer may need adjusting to the correct time.
- Has your pilot light gone out? Have you tried re-setting it?
- 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, for example the cooker or 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?

If you have completed the key checks and your hot water or heating is still not working, please call us on **0800 131 3348** or **0300 123 3511**.