

Checks to carry out if you suspect a carbon monoxide leak

Carbon monoxide (CO) is a colourless, odourless, tasteless, poisonous gas produced by the incomplete burning of carbon-based fuels, including gas, oil, wood and coal.

Carbon-based fuels are **safe** to use. It is only when the fuel does not burn properly that excess CO is produced, which is poisonous.

When CO enters the body, it prevents the blood from bringing oxygen to cells, tissues, and organs.

How to check for a carbon monoxide leak:

1. Check for signs of staining, sooting or discoloration on or around gas boilers, fires and water heaters.
2. Check pilot lights and other gas flames that normally burn blue. If the flame changes to yellow or orange, it could mean that carbon monoxide is present.

Symptoms caused by a carbon monoxide leak may include:

1. Feeling unwell.
2. Suffering from headaches.
3. Suffering from dizziness.
4. Suffering from sickness.

If you suffer from any of these symptoms, please call the Customer Service Centre.

If you are uncomfortable about carrying out any of the checks suggested in this self-help guide, or have concerns about any of the services in your home, please call the Customer Service Centre who will be happy to help.