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Subject VCC 311	Boiler Stuck On Process
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Audience	Customer Services and Operational Support Staff and Managers
Location	Hinckley & Northampton

Background

As part of our quality monitoring, we have been considering how we can improve our quality of service for our customers and become more efficient. It is for these reasons that a new process is being introduced.

Call Handling Process

Boiler Stuck On

Upon receiving a call for a boiler stuck on, the first question to ask: Is there a smell? If a customer answers 'Yes' then you should follow the usual gas escape process. If the answer is 'No' the following process should be followed:-

- Ask the customer to turn the electric supply to their boiler off. The customer should be advised to look for a switch near their boiler. Please see an example picture of the switch below.



- **Has the boiler gone off?** (This may take a minute)
 - **Yes**

Advise the customer to contact a Gas Safe Registered Installer to get their central heating system checked.

Offer the telephone number and website address for the Gas Safe Register. If the call is received out of hours offer the ARH telephone number.

- **No**

Ask the customer to turn the room thermostat down to '0'



- **Has the boiler gone off?** (This may take a minute)

- **Yes**

Advise the customer to contact a Gas Safe Registered Installer

- **No**

Ask the customer to check the central heating/hot water programmer clock, is it on timed?



- **Yes on timed**

Ask the customer to switch the programme to the off position

- **Has the boiler gone off?** (This may take a minute)

- **Yes**

Advise the customer to contact a Gas Safe Registered Installer

- **Has the boiler gone off? (This may take a minute)**

- ◆ **No**

Advise the customer to turn off the gas at the ECV.

Has the boiler gone off?

- ◆ **Yes**

Advise the customer to contact a Gas Safe Registered Installer to get their central heating system checked

- **No**

If after following all steps the customer's boiler is still on, input an emergency job via Appliance Problems Cluster. Following the turn off procedure as usual.

If the call is received via a third party and the customer has not already turned their meter off, check to see if the customer is still on the line. If they are, encourage the third party to get their customer to turn the meter off whilst you are still connected to the third party caller.

If after following all steps the customer's boiler has gone off, and you have advised the caller to contact a Gas Safe Registered Engineer, before ending the call advise the customer:-

- * If they become aware of a smell of gas they must call back on 0800 111999.
- * Leave the boiler turned off and do not use until it has been checked by a qualified engineer.