

# National Grid engineers on standby to keep homes in NW warm this Christmas

Nearly 3,000 gas emergency call outs last Christmas

19 Dec 2014

## National Grid engineers on standby to keep homes warm this Christmas

- Engineers on call to deal with gas emergencies 24/7 over the festive period
- Nearly 3,000 call outs across the North West last Christmas
- Stay safe – ring 0800 111 999 if you smell gas

Teams of National Grid engineers won't be clocking off this Christmas – they'll be on call to deal with gas emergencies across the North West to make sure that homes stay warm and the turkey gets cooked to perfection.

So, even if it is Christmas Day and you smell gas, you can call the National Gas Emergency Service on 0800 111 999.

Last year, National Grid engineers responded to 2,942 emergency calls over the festive period across the region and 90 of these were on Christmas Day (breakdown by area below).

**Manchester, 265 calls; Manchester city centre, 216 calls; Macclesfield, 268 calls; Oldham, 187 calls; Wirral 150 calls; Liverpool city centre, 154 calls; Southport/Bootle, 168; Garston, 178; Ellesmere Port, 133; Crewe, 95; St Helens, 190; Accrington, 149; Blackpool, 123; Barrow, 30; Kirby Lonsdale, 77; Preston, 193; Horwich, 202 and Wigan, 164.**

The company is urging people to make a note of the emergency number and not to hesitate to call it if they have a problem with their gas supply or suffer the symptoms of carbon monoxide poisoning - headaches, dizziness, nausea, breathlessness, collapse and loss of consciousness.

Faulty or badly maintained gas appliances can leak deadly carbon monoxide (CO) gas, causing death or serious injury and householders may be unaware of problems with appliances that haven't been used for a while until they hit the 'on' button. Some 50 people a year die of carbon monoxide poisoning but National Grid has three simple life-saving tips to keep people safe:

- Ensure gas appliances are installed, maintained and fixed by a Gas Safe registered engineer
- Get your gas appliances checked annually by a Gas Safe registered engineer
- As a backup, buy and install an audible carbon monoxide detector. They can be bought for as little as £15, are simple to install and could save your life

A list of Gas Safe Registered engineers, who are qualified to work legally and safely on gas appliances, is available on the [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk) website. Further information about the National Gas Emergency Service, along with advice about gas safety and helpful videos, can be found on at [www.nationalgrid.com](http://www.nationalgrid.com)

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Notes for editors

### Notes to Editors:

National Grid is pivotal to the energy systems in the UK and the north eastern United States. We aim to serve customers well and efficiently, supporting the communities in which we operate and making possible the energy systems of the future.

#### National Grid in the UK:

- We own and operate the electricity transmission network in England and Wales, with day-to-day responsibility for balancing supply and demand. We also operate, but do not own, the Scottish networks. Our networks comprise approximately 7,200 kilometres (4,474 miles) of overhead line, 1,500 kilometres (932 miles) of underground cable and 342 substations.
- We own and operate the gas National Transmission System in Great Britain, with day-to-day responsibility for balancing supply and demand. Our network comprises approximately 7,660 kilometres (4,760 miles) of high-pressure pipe and 618 above-ground installations.
- As Great Britain's System Operator (SO) we make sure gas and electricity is transported safely and efficiently from where it is produced to where it is consumed. From April 2019, Electricity System Operator (ESO) is a new standalone business within National Grid, legally separate from all other parts of the National Grid Group. This will provide the right environment to deliver a balanced and impartial ESO that can realise real benefits for consumers as we transition to a more decentralised, decarbonised electricity system.

- Other UK activities mainly relate to businesses operating in competitive markets outside of our core regulated businesses; including interconnectors, gas metering activities and a liquefied natural gas (LNG) importation terminal – all of which are now part of National Grid Ventures. National Grid Property is responsible for the management, clean-up and disposal of surplus sites in the UK. Most of these are former gas works.

Find out more about the energy challenge and how National Grid is helping find solutions to some of the challenges we face at <https://www.nationalgrid.com/group/news>

National Grid undertakes no obligation to update any of the information contained in this release, which speaks only as at the date of this release, unless required by law or regulation.

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