


**OPERATIONAL INSTRUCTION**

Report of Gas Escape/Smell of Fumes

OI-ISC-008

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QUALITY MANAGEMENT PROCEDURES  
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**PCD 017**

**THIS DOCUMENT IS CONTROLLED BY THE STRATEGIC GAS TEAM ALL AMENDMENTS MUST BE PROCESSED THROUGH THE STRATEGIC GAS TEAM**

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## Report of Gas Escape/Smell of Fumes

### 1.0 Responsibilities of the Gas User

- 1.1 If the Gas User for any premises knows or has reason to suspect that gas or fumes are escaping into the premises, they must immediately take all reasonable steps to turn the gas supply off at the meter/emergency control valve to prevent further escape of gas or fumes and to ventilate the property.
- 1.2 If gas continues to escape after the supply of gas has been shut off or where a smell of gas persists, the Gas User must immediately report to the relevant Emergency Service Provider (ESP) as follows:
- a) Contact the National Gas Emergency Service Call Centre, on telephone number  
**0800 111 999.**
  - b) In the case of Liquefied Petroleum Gas (LPG), contact the gas supplier, whose details can be found on the bulk storage vessel or cylinder, (or look under GAS in the telephone directory)
- 1.3 The gas supply must not be used until remedial action has been taken to correct the defect and the installation has been re-commissioned by a competent person.

### 2.0 Gas User Advice

- 2.1 Where there is a report of a gas escape, the Gas User should be instructed to:
- Turn off the gas supply immediately at the meter/emergency control valve.
  - Extinguish all sources of ignition.
  - Ensure they do not smoke.
  - Ensure they do not operate electrical light or power switches (on or off).
  - Ventilate the building(s) by opening doors and windows.
  - Ensure access to the premises can be made.
- 2.2 Ensure that a report is made to the appropriate Gas Emergency Service call centre (see 1.2 a, b. above)

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### 3.0 Reporting Gas Escapes

3.1 When reporting a gas escape to the National Gas Emergency Service Call Centre, be prepared to give as many of the following details as possible:

Address where the leak has been detected

Name and telephone number of the gas user.

Name and telephone number of the person reporting the gas escape.

Place where the smell is most noticeable.

Time when the smell was first noticed.

Whether the meter/emergency control valve is switched off, whether there is still a smell of gas.

If it is not turned off, the reason why (emergency control not accessible or broken etc.)

Whether there is a smell of gas outside the property.

Any special circumstances (e.g. elderly or handicapped residents, access problems etc).

3.2 Obtain the following information from the Gas Emergency Call Centre and keep a record of:

The job number.

The date and time of the report.

The person to whom you reported the incident.

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#### 4.0 Actions Following Attendance of Emergency Service Provider

4.1 Remedial action will be progressed by contacting the relevant CDP ie

a) **During Normal Working Hours (ie Mon – Fri 0800 – 1700 hrs)**

Domestic - Area Housing Office or Service Point  
Non-Domestic - Area Property office

b) **Outwith Normal Working Hours & Bank Holidays**

Domestic - 0845 700 2005  
Non-Domestic - 01463 232675

c) Rectification work orders however raised shall include details of the ESP response as 3.2 above and confirmation of the remedial works required

d) A gas escape/smell of fumes or other gas related incident must be reported to the Strategic Gas Team (SGT).

in the first instance using the **Gas Safety Incident Report Pro Forma** Appendix A in OI-008.1

Subsequently, the SGT shall be sent a copy of the report into the incident to determine if the gas management process is operating correctly and if further action is required.

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