



**SGN**  
Your gas. Our network.

## Our customer promises



**Our friendly team are happy to help 24 hours a day, seven days a week**

## How it all works



- 1. Bringing gas to you**  
We own the pipes which transport gas into homes across southern England and the whole of Scotland, but we don't own the gas. We look after the pipes up to the emergency control valve (ECV), which is located before your meter and allows you to turn off gas in an emergency.
- 2. Your gas supplier**  
Your supplier is responsible for the gas once it passes through your ECV and for the maintenance of your meter. They will send you bills for the gas you use in your property.
- 3. The property owner**  
The property owner is responsible for maintaining internal pipes leading from the meter to gas appliances such as boilers, cookers and heaters and for making sure all gas appliances in the property are checked and serviced annually. A Gas Safe registered engineer must be used to do any safety checks or work on internal gas pipes or appliances.

**Our promise to you**

It's our pipes that deliver natural and green gas to 5.9 million homes and businesses across the south of England and the whole of Scotland. Whoever your supplier is, we promise to deliver gas safely, reliably and efficiently to every one of our customers

## We'll provide a 10/10 service every time by:

- Treating you and your property with respect and care
- Keeping you informed and updated throughout our work
- Keeping our promises and delivering what we say we will
- Dealing with any issues fully, and resolving them quickly
- Providing special help and advice for our most vulnerable customers
- Always listening to you and understanding your needs



## We put safety first and will...

- Help keep you safe in your home and provide information on using gas safely
- Take time to explain the dangers of carbon monoxide and give you information about how to protect yourself
- Keep you safe by employing the highest standards of safety at all times
- Aim to attend uncontrolled gas escapes within one hour and controlled escapes within two hours



## Our world. We will...

- Reduce natural gas emissions by maintaining and upgrading our pipes
- Work hard to keep the carbon emissions generated by our business to a minimum
- Ensure we recycle as much of our waste as possible
- Keep wastage of material to a minimum through efficient business and engineering processes
- Continually improve how we use energy in our business premises



## A helping hand

Sometimes our customers need a bit of extra support, and we go the extra mile to make sure they're looked after. Your gas supplier operates a Priority Service Register (PSR) and we use this to further help those who need it the most. So if you have very young children, some kind of disability, a long-term illness, are a bit older or live with someone who is, call the number on your gas bill to ask your supplier about joining their PSR



## Visiting your home

We may need to visit you from time to time to deal with a reported gas emergency or planned maintenance. If you're a listed PSR customer we will:

- Provide you with temporary heating and cooking appliances within four hours when we have to disconnect your gas supply
- Always be happy to show you identification (including our contractors)
- Use the PSR password scheme when visiting your property
- Provide our literature in larger print or Braille. Just call us on 0800 912 1700



"We have a vision to lead the way in energy delivery and we'll only achieve this by caring for our customers properly on every level. Listening to you and acting on your feedback so we really understand how you want us to communicate with you is the foundation of delivering a 10/10 customer experience. We're here to help 24/7, and are proud of our friendly and helpful staff who are fully committed to keeping you informed at all times."

John Morea, CEO

## Contacting us

Our Customer Service team is committed to keeping you informed and resolving your queries quickly and comprehensively. We're on hand to help with questions about our network, from new or existing gas connections to emergency repairs and our mains replacement projects

### When you call us, we will...

- Make it easy for you to speak to a real person in the UK and answer the majority of calls within 30 seconds
- Always try to fully resolve your enquiry
- Put you in touch with the right person with local knowledge if we're unable to resolve your enquiry straight away
- Respond to your enquiry when we say we will

### When you write to us, we will...

Acknowledge your letter or email, and aim to answer it within 10 working days, or if we need to visit you, within 20 working days

### When you speak to us on site, we will...

- Ensure you're given the right information about our work
- Make sure you're happy with all aspects of our service
- Take time to listen and get things right for you
- Explain how we'll minimise short-term disruption while working to maintain a safe gas supply for the area

### When you visit our website, we will...

- Tell you about our guaranteed standards of performance
- Provide you with all the useful information you may need

## Smell gas?

- DO** open windows and doors to help ventilate the gas
- DO** turn off the gas supply at the meter and make sure any gas appliances are turned off
- DO** call the National Gas Emergency Number on 0800 111 999. Lines are open 24/7
- DON'T** smoke or use any naked flames
- DON'T** touch any electrical switches. Turning a switch on or off could ignite a gas leak
- DON'T** enter a cellar if you smell gas, even if your gas meter is located there

## We're always happy to help:

- 0800 912 1700\*
- @SGNGas
- sgn.co.uk
- SGNGas
- customer@sgn.co.uk