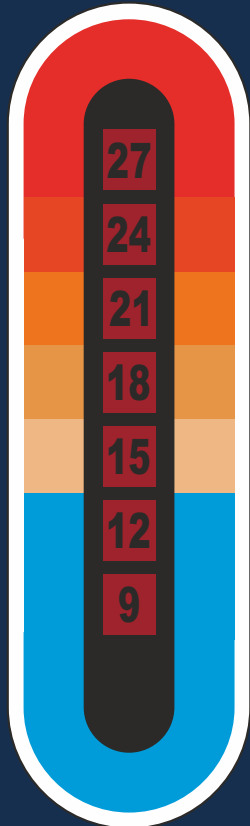


Use this thermometer to check your room is the right temperature.



°C

Follow NHS advice and heat your home to at least 18°C.

Heating your home to the lowest comfortable temperature will help you manage your energy costs.



✓ Do open windows and doors



✓ Do turn off gas appliances and your gas supply at the meter



✓ Do call the National Gas Emergency number on 0800 111 999

Follow these six steps if you smell gas:



✗ Don't smoke or use naked flames



✗ Don't touch any electrical switches



✗ Don't enter a cellar even if your gas meter is down there

Here at Centre for Sustainable Energy we are working within local communities, setting up partnerships which will help you access support to keep you safe, warm and well in your home.

To find your local community partner, visit www.cse.org.uk/my-community/community-projects/sgn-safe-warm-scheme/

SGN/CSE winter care (26674: 11/23)



Looking after you in winter

In partnership with SGN, the gas distribution network which looks after and maintains the gas pipes in your area, we've produced this useful guide to help keep you safe and warm this winter.

Handy room thermometer inside



Safe and Warm Community Scheme

The SGN Safe and Warm Community Scheme is providing advice to households across the SGN area through community partner organisations.

The Safe and Warm community partners are supporting households by providing advice and information on:

- Using energy efficiently and safely
- Accessing financial support and relevant energy schemes
- Signing up to the Priority Services Register
- Carbon monoxide awareness
- Onward support for households in accessing benefits assessments and debt support



To find your local community partner, visit www.cse.org.uk/my-community/community-projects/sgn-safe-warm-scheme or scan the QR code above.



Stay safe, warm and well

Organisations such as the Energy Saving Trust, the Met Office and the NHS all share great advice on how to stay warm and well in winter. Here are our top tips:

- Follow NHS advice to heat your home to at least 18°C
- Turn off radiators in unused rooms and close internal doors to keep the heat in
- Make sure you have your gas boiler and appliances serviced annually by a Gas Safe registered engineer
- Fit a carbon monoxide alarm to protect your family against this poisonous gas. Regularly test it and check its expiry date
- Keep an eye on the weather forecast and watch out for Met Office weather warnings - adjust your heating controls if needed
- If cold weather comes, follow NHS advice to wear layers to keep warm and regularly have hot drinks
- Try to check on your neighbours if they could be particularly vulnerable in cold weather
- Speak to your local advice providers about what financial support and energy schemes you can access
- Keep a list of the free emergency numbers or save them to your phone - call **0800 111 999** in a gas emergency or call **105** in a power cut

Extra help for those who need it most

Whether you need energy advice, or emergency support if your gas, water or electricity goes off without notice, or help to keep safe and warm in your home, there are a range of support services that may be available to help you:

- Sign up to the Priority Services Register to receive priority support in a gas emergency or electricity/water supply cut. The free register lets utility companies and energy suppliers tailor their day-to-day services to make sure they help you stay safe, warm and well-informed all year round. For more information and how to sign up, visit www.thepsr.co.uk
- SGN, our partner, has a free locking cooker valve which helps keep people, such as those with dementia or autism, stay safe in their own homes. The simple safety device stops gas cookers being turned on or left on unintentionally. For more information, visit www.sgn.co.uk/LCV or email locking.valve@sgn.co.uk
- If you are struggling to afford to keep your home warm, **or** if you currently do not have gas central heating, you can access free energy and benefits/grants advice and may be eligible for a reduced cost or free gas connection through **YES Energy Solutions**. Call **0800 015 5174** or fill out a simple registration form: www.yesenergysolutions.co.uk/schemes/sgn-advice-service/
- Speak to our community partners for further support