

# Important safety information for all Calor gas metered system customers

Please read carefully and  
retain for further reference



24 HOUR GAS  
EMERGENCY SERVICE  
**01 291 6229**



**CALOR**



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# THINK SAFETY - THINK RGI

In your home, safety comes first. If you are having a gas appliance installed, serviced or repaired, always use a Registered Gas Installer (RGI). By law, only a Registered Gas Installer is permitted to work on domestic gas installations. A Registered Gas Installer is fully insured and trained in gas safety.

## Service Appliances Annually

As a homeowner or a provider of accommodation (e.g. landlords), under the Energy (Miscellaneous Provisions) Act 2006, you are the person responsible for ensuring that the gas appliances and installation pipework in your premises are safely maintained. You should have your boiler and other gas appliances serviced by a Registered Gas Installer once a year. If you are concerned that an appliance is not operating safely, or your appliances are not in good condition, have a safety inspection conducted by a Registered Gas Installer.

## Conformance Certificate

A Registered Gas Installer will provide you with a Declaration of Conformance Certificate confirming that the gas work was carried out in conformance with the correct standards and is safe to use. This is an important document, so keep it in a safe place.



To find a Registered Gas Installer in your area, call (0)91 480 974 or visit [www.rgi.ie](http://www.rgi.ie)

## DOING HOME IMPROVEMENTS?

### Home Alterations

It is a requirement to only use a Registered Gas Installer for all gas works, whether you're carrying out a new installation, or replacing or decommissioning an existing installation or appliance.

When adding an extension, converting a garage, double-glazing or weather-sealing doors, you should always consider the ventilation requirement for your appliances. Particular restrictions apply where a living space is to be used as a bedroom or a bathroom. For professional advice on ventilation and appliances, contact a Registered Gas Installer before embarking on home alterations.

### Changing the use of a room to a bedroom?

Some gas fires and all boilers which are not 'room sealed' must not be located in a bedroom.





If you are considering changing the use of a living room with gas appliances to use as a bedroom, it is important to take account of your gas appliances and seek professional advice from a Registered Gas Installer.

### Think before they dig

Every year underground gas pipes are damaged during small jobs around the home, such as building extensions, new driveways, garden walls or landscaping.

If you are planning to have work done on your property, always be aware of gas pipes that run underground. If you are employing a builder or contractor, make sure to remind them to always dial before they dig by calling Calor on **01 291 6135** or emailing [customerengineering@calorgas.ie](mailto:customerengineering@calorgas.ie). In the interests of your safety, that of your family and of those carrying out the work, it is important to check the location of these underground pipes before beginning any work.

**DIAL BEFORE YOU DIG**  
**01 291 6135**



## CARBON MONOXIDE

### What is carbon monoxide?

Carbon monoxide is a colourless, odourless and poisonous gas. It can be produced by any appliance which burns any fossil fuel such as oil, coal, gas or wood. If a person is exposed to carbon monoxide over time, it can cause illness, even death. In normal conditions the combustion process will cause the carbon in the fossil fuel to combine with oxygen in the air to produce carbon dioxide (CO<sub>2</sub>), the same substance we exhale when we breathe. However, if there is a lack of air for the combustion process, or the appliance is faulty, carbon monoxide (CO) can be produced.

### Know the danger signs

Watch out for any of the warning signs that your appliance is not functioning properly:

- Staining, sooting or discolouration around the appliance.
- Condensation on walls/windows.
- A strange smell when the appliance is on.
- A yellow or orange flame where normally blue for a gas appliance.
- Flu-like symptoms such as drowsiness or headaches.

# THINK SAFETY - THINK RGI

## Be aware of carbon monoxide poisoning

When carbon monoxide is inhaled into the body, it combines with the blood and prevents it from absorbing oxygen. Symptoms of carbon monoxide poisoning include headaches, chest pains, sickness, diarrhoea and general lethargy. If anyone in your house has any of these symptoms, get fresh air immediately and then go to your doctor and ask him/her to check for carbon monoxide poisoning. If you suspect an appliance may be faulty, stop using it immediately and arrange for a safety inspection.

## REMEMBER

- Ensure your appliances are installed and serviced annually by a registered gas installer, Registered Oil Technician or qualified service agent for your fuel type.
- All chimneys and flues must be kept clear. Have your chimney(s) swept regularly.
- It is recommended that Crow Guards are fitted to all chimneys for open fires and all chimneys for gas fires fitted prior to 1996.
- Ensure rooms are adequately ventilated and never block vents.
- Use appliances only for the purpose for which they were designed, e.g. do not use a cooker to heat a room. Never close the door of a gas grill whilst the grill is lit.
- Never use barbeques or patio heaters indoors or under cover.
- Appliances where oil burners were replaced with gas burners must be inspected by a qualified service agent.
- Carbon monoxide can occur in mobile homes, caravans, boats and holiday homes.
- Carbon monoxide can also accumulate through the bulk storage of wood chips, such as those used for wood chip heating systems.

## Carbon monoxide alarms

Use carbon monoxide alarms but remember these are no substitute for regular inspection and maintenance of appliances, vents, flues and chimneys.

### Make sure the alarm:

- Complies with European Standard EN 50291.
- Carries the CE mark and an independent certification mark.
- Has an 'end of life' indicator.

More than one alarm may be required to give full coverage. Alarms must be installed as per manufacturers' instructions. Alternatively get a qualified installer to fit them for you.



## Further information

For further information on carbon monoxide or to arrange for a safety inspection please call Calor on **01 450 5000**, Monday-Friday, 9am-5pm or checkout [www.carbonmonoxide.ie](http://www.carbonmonoxide.ie)

## SAFETY AND GAS METER TAMPERING

Tampering with a gas meter is illegal and a serious public safety concern. It doesn't just put you at risk, but it also puts your family, neighbours and the general public at risk. Calor attends reported gas leaks caused by illegal meter tampering and any such event will be reported to the relevant authorities.

Tampering with a gas meter is

- A serious safety risk to you, your family, neighbours and the general public.
- Dangerous, with a risk of gas explosion, fire, injury or even death.
- Illegal - if you tamper with your own or other people's meters you will be guilty of a criminal offence and so liable for prosecution. It is also illegal to ask, pay or allow someone else to tamper with your meter.
- Costly – you will have to pay for the gas used and the replacement of the damaged gas meter.

Calor and other gas suppliers are very aware of the financial difficulties that some gas customers are experiencing at present, but tampering with a meter is not the solution. The consequences could be costly or even fatal.

Public safety is the main priority for Calor. By law, only Registered Gas Installers are authorised to work on gas meters and gas pipe work.

### What should I do if I suspect meter tampering is taking place?

You can confidentially report any suspected cases of meter tampering to Calor on **01 450 5000** or [metersupport@calorgas.ie](mailto:metersupport@calorgas.ie)

Any information Calor has on the identity of those undertaking tampering will be passed to the relevant authorities.

To ensure your safety and the safety of your family and neighbours, if your own meter has been tampered with, please contact Calor on **01 450 5000** or email [metersupport@calorgas.ie](mailto:metersupport@calorgas.ie) to arrange for the meter to be replaced.



**NO TAMPERING**

# THINK SAFETY - THINK RGI

## FURTHER SAFETY INFORMATION

### Gas cookers and hobs

A flame failure device is a protective device built into a hotplate, oven or gas burner which shuts off the gas supply when the flame is no longer detected. In this way the device protects against a possible build-up of unburned gas. For example, if the burner flame is extinguished or you forget to light the burner, you will be protected.

All new cookers and hobs sold in Ireland since 2005 require flame failure devices to be fitted on all burners. If your cooker or hob was fitted prior to 2005 it may not have a flame failure device on all burners. Check with your local gas cooker retailer for further advice.

### Flammable items

Do not place flammable or heat-sensitive items, such as aerosol cans, on or near gas appliances. The heat produced by the appliance could cause the items to catch fire or explode.

### Going on holiday?

If you go on holiday, make sure your appliances are turned off. However, in very cold weather, your central heating boiler can be left operating at a low setting in order to prevent water pipes from freezing.

### Have you got a meter box key?

You will require a meter box key to open your meter box door to turn on or off your gas supply. It is important to keep your meter box key in a safe and accessible place.

If you require a meter box key, please call Calor on **01 450 5000** or email **[metersupport@calorgas.ie](mailto:metersupport@calorgas.ie)**



METER KEY BOX

### Your gas meter

Make sure you can access your meter in the event of an emergency. Prune any overgrown trees or bushes that may restrict access.

Do not store waste materials or wheelie bins close to your gas meter.





## LOCATING AND IDENTIFYING YOUR GAS METER

It is important to know where your gas meter is located and how to identify it in case of emergency or for routine inspections.

The meter box must be accessible from the front of the house for meter reading and not located internally or behind a locked gate or inside a sealed porch.

### Where is my gas meter?

Gas meters are housed in a meter box mounted on the external wall, boundary wall or occasionally in dedicated meter cabinets or rooms within metered estate sites.

### What does my gas meter box look like?

Gas meters can be housed in different types of meter boxes, meter cabinets or meter rooms.

A meter box stores a single gas meter, but a meter cabinet or meter room usually houses more than one meter or a meter bank.

Here are some examples:

#### Recessed Meter Box:



EXTERNAL



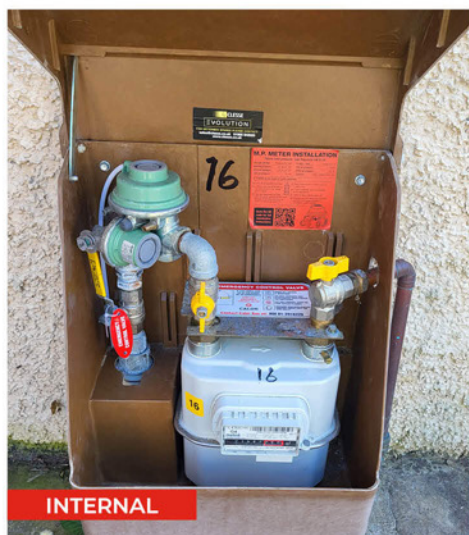
INTERNAL

# THINK SAFETY - THINK RGI

## Surface Meter Box:



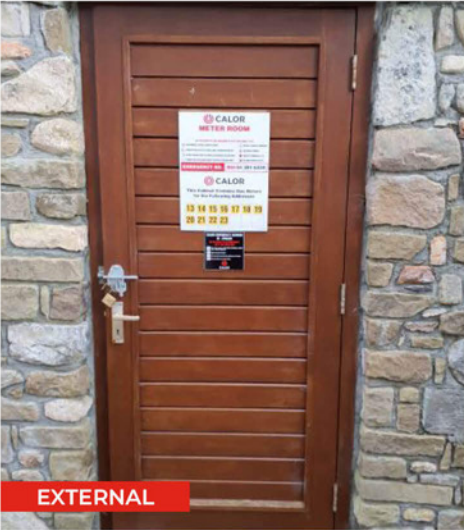
## Clesse Meter Box:







### Meter Room:



### Meter Cabinet:



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## How can I identify my gas meter?

Each meter box, cabinet and room are labelled with Calor's safety & emergency information and a unique yellow ID. The meter(s) can easily be identified as the unique ID will correspond with the dwelling address number. A dwelling can be a house, flat or an apartment.

For a single meter: see images below,

In this example, this meter is for a dwelling with the address number 9 as indicated by the yellow sticker.

### Single Meter Example:





For meter cabinets or rooms: see images below,

A meter cabinet or room houses multiple meters, also known as a meter bank.

In this example, this cabinet houses the gas meters for dwellings with the address numbers 2, 4, 6, 9, 11 & 13.

The meters in cabinets and rooms can easily be identified as the unique IDs are shown on both the external and internal of the meter cabinets/rooms.

### Meter bank Example:

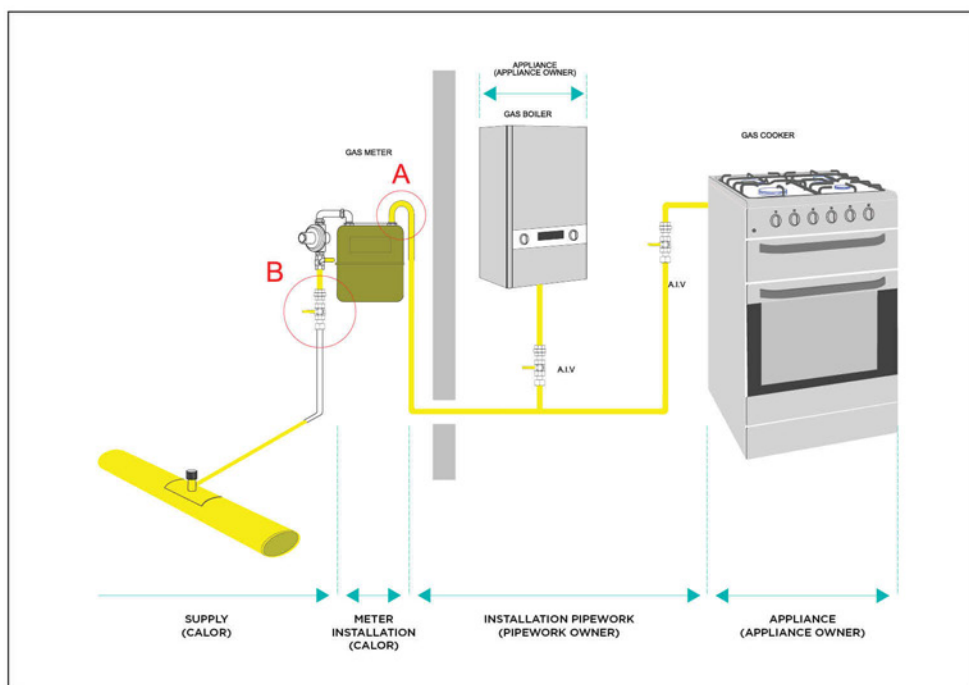


If you require any assistance locating your gas meter please call Calor on **01 450 5000** or email **[customerengineering@calorgas.ie](mailto:customerengineering@calorgas.ie)**

# THINK SAFETY - THINK RGI

## Responsibilities

Calor is responsible for the gas tank(s), meter, mains, and service pipe up to and including the outlet of the meter. This is identified as "A" in the diagram below. After the meter outlet, the safe operation and maintenance of the pipework and appliances are the responsibility of the owner/occupier/landlord(s) of the property being supplied from the time of commissioning.

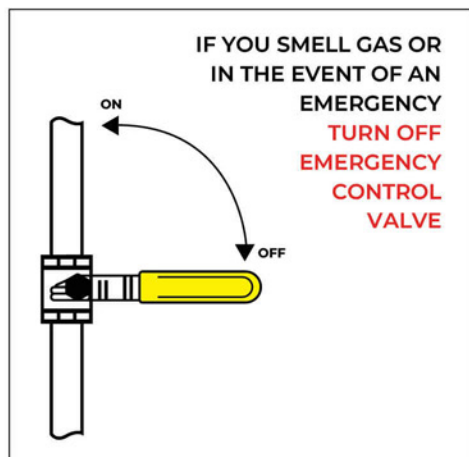


The point of delivery is defined as the point immediately downstream of the emergency control valve, identified as "B" in the diagram. Any works from the tank supply, up to and including this point must be undertaken by a Calor installer. Any works on the gas installation beyond this point must be undertaken by a certified registered gas installer (RGI).



## What to do if you smell gas or the event of an emergency:

In the event of a suspected gas leak, knowing how to use the Emergency Control Valve can help keep you and your family safe.



OPEN ALL DOORS & WINDOWS



DO NOT OPERATE ANY ELECTRICAL APPLIANCES OR SWITCHES



DO NOT SMOKE, VAPE OR USE NAKED FLAMES

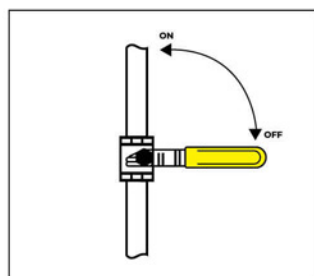


ENSURE GAS APPLIANCES HAVEN'T BEEN LEFT ON AND UNLIT

CONTACT CALOR ON 01 291 6229

## How to operate the Emergency Control Valve:

1. Open the meter box, cabinet or room using your **meter key**.
2. Inside, you'll see a **lever valve** with a red tag attached with the words "Emergency Control Valve" beside the gas meter with the unique ID associated with your dwelling address number.
3. To shut off the gas supply:
  - Turn the valve so that it is **at a right angle (90°)** to the pipe.
  - The gas is off when the valve handle is **perpendicular to the pipe**.
4. **A Registered Gas Installer (RGI) is required to turn the gas back on, and they will complete the relevant certification for the installation.**



## IF YOU SMELL GAS

### At home

- Ensure gas appliances haven't been left on and unlit
- Don't smoke, vape or use a naked flame
- Don't unplug or switch anything electrical on or off
- Open windows and doors to let the gas disperse
- Turn off the gas at the meter

### On the street

- If you smell gas on the street, call **01 291 6229** immediately.  
Don't assume someone else will.

**24 HOUR GAS EMERGENCY SERVICE: 01 291 6229**

## IF YOU CAN'T GET THROUGH, CALL 999 OR 112.

In the interests of public safety all emergency calls are recorded.  
Don't use a phone in the immediate area of the leak,  
use a neighbour's or call from outside.

[www.calorgas.ie](http://www.calorgas.ie)



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