Start

Can you smell gas?

Yes

This sounds like a gas leak. Turn off all gas appliances, open doors and windows and avoid using anything that could cause a spark. **Call the national gas emergency line immediately on 0800 111 999. In the event of a fire, call 999.**

No

Have you lost your gas or electricity supply?

Yes

Have your neighbours also lost power (if at night, are the streetlights are on outside)?

Yes

This sounds like a power cut. Contact your local distributor by calling 105. If it is not a power cut, please continue.

No

Is the property occupied (is someone living there currently)?

No

This is not an emergency. Please contact us between the hours of 9am–5pm, Mon–Fri for further assistance.

Yes

Are there any lights illuminated or a digital reading showing on the meter?

No

This sounds like a power cut. Contact your local distributor by calling 105. If it is not a power cut, please continue.

Yes

If the problem is with your gas supply, is your meter in a communal/outdoor space?

Yes

If there is a lever on the meter, has it been moved to the 'off' position?

Yes

Move the lever back to the 'on' position and power should return. If power does not return, please continue.

No

Do you have a traditional meter (e.g. do you use a meter key to top up)?

No

Are you on a pre-payment meter?

No

Is there an error message on the meter?

Yes

This sounds like a faulty meter. Please contact us at any time to arrange an emergency appointment. You can find our contact details further down this page.

No

Has any electrical work been carried out at the property recently?

No

This could be a wiring problem. Please contact an electrician to investigate further.

Yes

Is your meter key lost or not working?

Yes

This sounds like a meter key issue. Please contact us at any time to arrange a key replacement or emergency appointment. You can find our contact details further down this page.

No/not a gas meter

Check your fuse box. Have any of the switches been tripped?

Yes

Re-set the tripped switch and power should return. If you have a problem with your fuse box, please contact an electrician to investigate further.

No

Are you topped up with credit?

No

Are you unsure how to top up your meter, or having trouble topping up?

Yes

Please visit our webpage here for further information. If you are still having trouble topping up, please contact us at any time. You can find our contact details further down this page.

No

Are you struggling to pay to top up your meter?

No

This sounds like you have run out of credit. Please top up the credit on the meter and power should return. Please visit our webpage **here** for further information.

Yes

Do you have a smart prepayment meter?

Yes

Smart prepay meters are set to continue supplying your energy out of hours even if your credit has run out. If you're struggling to pay, please contact us between the hours of 9am–5pm, Mon–Fri and a member of the team will be able to assist you. However, if you are a Smart prepay customer and you are already off supply outside the hours of 9am–5pm, Mon–Fri, please contact us at any time. You can find our contact details further down this page.

No

This sounds like you may need emergency credit or an emergency appointment. Please contact us at any time. You can find our contact details further down this page.

Yes

Is there an error message or a blank screen on the meter?

Yes

If the screen is blank, please press any button on the meter to wake up the display. Please visit our webpage **here** for further information on error codes. If your screen does not wake up and/or you are still having trouble reconnecting your supply, please contact us at any time. You can find our contact details further down this page.

No

If you are still having trouble reconnecting your supply, please contact us at any time. You can find our contact details further down this page.

Yes

Is the meter smoking, sparking, melting or otherwise causing an immediate hazard?

Yes

This sounds like a faulty meter. Please contact us at any time to arrange an emergency appointment and ensure to stay away from the danger. You can find our contact details further down this page. **In the event of a fire, call 999.**

No

This is not an emergency. Please contact us between the hours of 9am–5pm, Mon–Fri for further assistance.