



CALOR

Welcome to Calor
Information on your home's
Metered Estate gas supply





Hello and welcome to Calor

It's great to have you with us. As we're the UK's leading LPG provider, you can be confident you're in safe hands.

Within this welcome pack you'll find the information that customers want to know when they join us. We've also included details about our additional services and products to help you get the most from your gas supply.

Whether you've moved into a home with a Calor gas supply, or made the switch to Calor from another LPG provider, we're ready to help you any way we can, now and in the future.

We hope this answers the questions you may have. However, if you need to contact us, details can be found on the inside back page.

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Your gas delivery

All the reliability of mains gas

Liquefied Petroleum Gas (LPG) is transported and stored as a liquid, but in use it transforms into a gas. In fact, in your home LPG is virtually the same as mains gas providing piping hot water, real flame fires and controllable cooking. It's a clean burning, highly efficient versatile fuel.

Like other homes on your estate, your home is supplied with Calor gas via underground pipes from central storage tank(s). Just like mains gas, it enters your house via a meter.

Automatic gas delivery using telemetry

Our metered estate tanks are fitted with a telemetry unit. The telemetry unit monitors the levels of gas in the tank and sends us regular readings so we know when to schedule the next delivery. This means that you should never run out of gas, or have to worry about ordering it. No one needs to be at home when we make a delivery. All we ask is that our driver can safely access the tank(s).



Your gas bill

Meter readings

Calor will attempt to read your gas meter twice a year. We also apply estimated meter readings between these actual readings to supply you with four quarterly bills. These will be sent to you as a statement of account by post.

Should you wish to have more frequent meter readings applied to your account you can do so by submitting readings by a meter card (enclosed with your statement) or by telephone. You can also submit a meter reading online. Simply register for an account at caloraccountonline.co.uk/meteredestates. A meter reading received for any of these methods will generate an up-to-date statement of account at the beginning of the following month.

Your statement

We will normally send you a statement at the beginning of the month to show any charges and payments made in the previous month. If there aren't any transactions on your account, and your balance is clear, you won't receive a statement.

Making a payment

You can pay for your gas by credit card, debit card or cheque. Alternatively, you can choose to spread the cost of your bill evenly throughout the year using a fixed monthly Direct Debit.

Standing charge

The standing charge covers safety checks, maintenance and insurance of tanks and meters. The amount is charged daily in arrears each time a meter reading is applied to your account. We also have a 24/7 helpline available in case of an emergency.



Your gas supply

Your safety is important to us. That's why during every delivery our drivers will perform a safety check of your tank(s) to ensure everything is as it should be.

Taking care of your tank

The position of metered estate tanks has been decided based on safety regulations. If there are changes required to any screening, borders or boundaries around the gas tanks, please ensure you contact us to check that changes still meet regulations.

Taking care of your pipework

As with other services, care should be taken when digging or erecting fences to avoid damage to the underground pipework. Also, please ensure the above-ground pipework is not covered or buried over time.

The meter

The meter box and all the equipment inside is the property of Calor Gas Ltd. The meter records the amount of gas you have used in units of cubic feet/metre of vapour. If you think your meter is not working correctly, Calor can arrange for the meter to be checked. This check is carried out on the basis that a charge will be made if the meter is found to be operating correctly.

From the outlet of the meter, the pipework and appliances are your responsibility. A key is provided for the box which we ask you to keep in a safe place.

The pressure regulator

The regulator fitted to Calor metered installations regulate the pressure to your appliances. It includes an under pressure shut off (UPSO) which automatically closes off the supply when low pressure is detected. The regulator is set and sealed when installed and should give many years of trouble-free service. It must not be altered except by a Calor technician or Calor representative who is authorised to do so.

Right of entry

In the interest of safety, Calor has the contractual right to authorise staff to enter premises supplied with Calor LPG to deal with emergencies.

In the interest of your personal security, all Calor technicians or representatives authorised to enter your home will carry a Calor Identity card. Always ask to see it.



A typical meter box - closed



A typical meter box - open



Gas appliances for your home and garden

Our expertise doesn't stop at supplying gas. We also offer the latest home appliances and, if a cylinder is required, the right gas cylinder to fuel it.

Cooking on gas

Calor puts all the control of gas at your fingertips. Our range of LPG-ready cooking appliances has something for everyone – from basic single ovens to the latest cooking ranges, hobs and electric hoods. With cooker widths from 50cm to 110cm, we've also got any space covered too.

Tumble dryers

If you don't know about gas tumble dryers then you're really missing out. They cost around a quarter less to run than an electric condenser dryer¹, stop the build-up of static in clothing and reduce the need for ironing. They're even 40% greener than an electric dryer².

BBQs and patio heaters

From barbecue novice to fully fledged expert, we have a full range of gas BBQs and accessories available.

Plus, why not make the most of the great outdoors all year round with one of our patio heaters.

Portable heaters

Portable gas heaters make an elegant addition to any home or outbuilding. From a stylish flame effect heater to something more economical to run, we have the heater for you.

Ordering your gas bottles

Buying propane, butane and patio gas bottles online or by phone is easy. Better still, your local Calor stockist will deliver them direct to your door.

To view all of our appliances or to order a gas bottle, visit our online shop at [calor.co.uk](https://www.calor.co.uk)

Gas bottle ordering: 0800 662 663

Appliance team: 0800 181 4512

Sources:
1. Costs calculated using standard price of electricity (Sutherland Tables, July 2015) and Calor's standard price of LPG.
2. CO₂ savings calculated by manufacturer.

Safety information

As with any fuel it's important to treat LPG, and any appliance using it, with care. Please pay careful attention to the following safety advice. Carbon monoxide (CO) is a poisonous gas that is colourless, odourless and tasteless. It is produced by the incomplete combustion of carbon-containing fuels such as LPG.

Carbon monoxide can be produced when:

- An appliance isn't working or isn't installed properly.
- An appliance hasn't been properly maintained or serviced regularly.
- Your room has inadequate ventilation.
- The chimney or flue is blocked.

Warning signs for carbon monoxide:

- Yellow or brown staining on or around the appliance.
- Pilot lights that frequently blow out.
- Increased condensation on the inside of windows.
- Yellow rather than blue flame (apart from flueless fires).

If you suffer any of the following symptoms when an appliance is in use: headaches, nausea, dizziness and breathlessness: TURN YOUR LPG APPLIANCE AND LPG SUPPLY OFF IMMEDIATELY.

- Open all windows and doors then ventilate your room thoroughly.
- Call in a Gas Safe registered engineer to check the appliance.

How to avoid CO problems

- Have your appliance (including boiler) serviced once a year by a Gas Safe registered engineer.
- Get a Gas Safe registered engineer to install and check new appliances.
- Choose appliances that meet British or European safety standards and bear the CE mark.
- Always follow the manufacturer's instructions.
- Make sure the room your appliance is in has adequate ventilation and is clear of obstructions.

Invest in a CO detector

To help prevent carbon monoxide poisoning, we recommend that you invest in a carbon monoxide detector. They're affordable and widely available. Just make sure they comply with British Standard BS 7860 or European Standard EN 50291. However, these are only warning devices and should never be entirely relied upon.

**24-hour Calor Emergency Service:
0345 744 4999**

Gas emergency control

For your own safety, please familiarise yourself with the following details and make sure you know how to turn off the gas in an emergency.

Turning off your gas supply

You should turn off your gas supply using the gas emergency control when you go on holiday or leave your home unoccupied for any length of time and do not wish to use the gas.

1. Turn off all appliance taps and pilot lights.
2. Turn the gas emergency control clockwise to the 'off' position so the level is horizontal. If you find the control is stiff and will not turn properly, **DO NOT FORCE IT, ring the Calor Emergency Service 0345 744 4999, our staff will fix it free of charge.**

Turning on your gas supply

1. Make sure that all appliance taps and pilot lights are turned off.
2. Return the gas emergency control slowly to the 'On' position so the lever is vertical.
3. Preferably, first light an appliance by hand. If you have a gas cooker or hob, light a hot plate burner first.
4. Finally, re-light all the pilot lights on all your appliances.

Resetting the Under Pressure Shut-Off (UPSO) valve

The UPSO is a regulator that shuts off the gas supply when the gas pressure drops below its set pressure.

There are two situations when the Under Pressure Shut-Off (UPSO) could operate and may be reset by you:

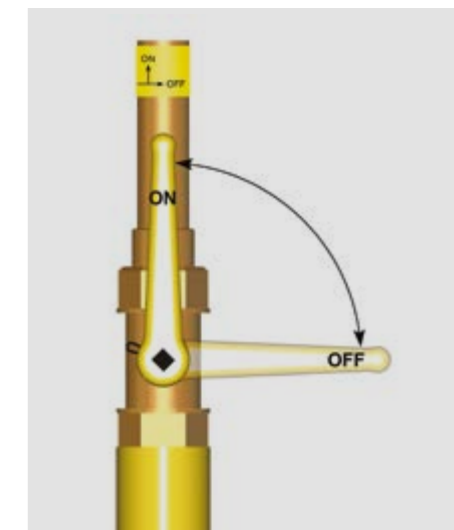
- When the emergency control valve (situated on the incoming pipe, before the regulator, in the meter box) has been turned off.
- If the gas supply to the house has been disconnected and re-connected.

If the supply has been cut off for any other reason, then contact the Calor Emergency Service immediately on 0345 744 4999.

To reset the UPSO, first ensure that:

- All gas appliances, pilot lights and the gas emergency control in the meter box are turned off.
- Any isolation valve in the meter box (if fitted) is fully open. If it is full or partly closed, then turn it anti-clockwise to open.
- Slowly open the gas emergency control.
- Reset the regulator **following the instructions on the meter box.**
- Relight any permanent pilots and check that all appliances will light to ensure that the gas supply has been established.
- If the gas supply does not re-establish itself then check that all appliances are turned off and then repeat the reset procedure as detailed above.

If after two attempts the gas supply has not been re-established or if you have any doubts or difficulty, contact the Calor Emergency Service immediately on 0345 744 4999.



UPSO valve

Emergency information

Loss of supply

If you don't appear to have gas coming through to your home, you may have suffered a loss of supply. While we make every effort to protect you from loss of supply, it can still happen from time to time. If it does, please follow these steps:

1. Turn off the tap at each appliance.
2. Shut the gas emergency control in the meter box - *see page 9*.
3. **Ring the Calor Emergency Number 0345 744 4999.**

If you suspect a leak

- Shut the emergency gas control in the meter box - *see page 9*.
- Open all doors and windows and ventilate at floor level and all low level areas.
- **Ring the Calor Emergency Service number on 0345 744 4999. Do not use a mobile phone in the vicinity of the suspected leak.**
- Do not operate electrical switches – on or off.
- Do not smoke or use naked flame and make sure there are no other sources of ignition around.

In case of fire

- Dial 999 immediately to call the fire brigade. Be sure to tell them an LPG tank is on the premises.
- Leave the premises and go to a safe place.
- Shut off the gas emergency control in the meter box, if it is safe to do so.
- **Ring the Calor Emergency Number 0345 744 4999.**

Wise precautions

- Keep your meter box key in a safe place.
- Do not block access to the meter box.
- Notify household insurers of your LPG metered supply.



24-hour Calor Emergency Service:
0345 744 4999

Customer Service:

For general enquiries or to make a payment, please call 0345 766 1111

Calor Gas Direct:

If you require cylinders for any appliances order online at calor.co.uk or call 0800 662 663

In a gas emergency:

Call 0345 744 4999

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Manage your account online
at caloraccountonline.co.uk

For more info visit calor.co.uk



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