

# Gas safety advice

for industrial and commercial  
customers



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## **Introduction**

Your business has a natural gas supply. Natural gas is a clean, pure, reliable and convenient source of energy. As a business or organisation, you have responsibilities in relation to health and safety.

This guide contains important information in relation to your gas supply which will help you to keep your business, employees and customers safe and help to ensure compliance with these obligations.

# If you smell gas...

- 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
- If your appliances are off but the smell persists turn off the gas at the meter

## **On the street**

If you smell gas on the street, call **1800 20 50 50** immediately. Don't assume someone else will.

## **Then:**

**Call our 24 hour Emergency Service**

# **1800 20 50 50**

**No matter who your gas supplier is.**

**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.gasnetworks.ie](http://www.gasnetworks.ie)



**Gas  
Networks  
Ireland**

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# 1 Your gas meter

## 1.1 Access – General advice

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**Your gas meter, its housing and any associated equipment are important pieces of safety-critical equipment.**

It is important to ensure that they are protected from damage and can be easily accessed in the event of an emergency:

- Do not store combustible or corrosive substances near the gas meter
- Do not stock pile pallets or other materials in front of your meter
- Do not allow vehicles to park up against your meter or otherwise block access to it
- Prune any overgrown trees or bushes that may restrict access to the gas meter
- Protect your meter from any activities or substances on your site which could cause damage to the meter
- If your meter is protected by a Gas Networks Ireland locked cage or enclosure, make sure you have a key supplied by us and can access the meter in the event of an emergency
- Do not site your emergency assembly point or fire assembly point close to your gas meter

It is also important that a meter reader can safely gain access to read the meter when they call. This will ensure that any bills issued by your gas shipper/ supplier are accurate and are based on actual readings, instead of estimated reads which are generated if a meter is inaccessible.



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# 1 Your gas meter

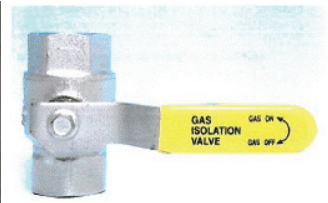
## 1.2 How to turn your gas on and off

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For the safety of your business, it is a good idea to know how to turn off your gas supply at the safety shut-off valve.

If your meter box looks similar to the one in the picture below follow these steps:

- Make sure all gas appliances are turned off
- Locate the shut off valve which is usually fitted outside the meter box, normally beneath or at the side of the meter box



- Turn the valve to the 'off' position. It is off when the lever is at a right angle to the pipe. The gas is on when the lever is parallel to the pipe

If the natural gas shut off valve is hard to reach or will not operate, call Gas Networks Ireland on **1800 411 511**.



If you have a large gas installation similar to the pictures above, do not attempt to turn the gas off yourself. Call Gas Networks Ireland on **1800 411 511**.

**If you need to turn off your gas in an emergency, then call our 24 Hour emergency service on 1800 20 50 50 immediately**

# 1 Your gas meter

## 1.3 Isolation valve/ Fire valve

In addition to the valve on your gas meter, your gas service also has an isolation valve installed in the ground generally a minimum of two metres away from the meter.

This valve enables Gas Networks Ireland or the Fire Service to safely isolate your gas supply in the event of an emergency so it is important that it remains accessible at all times.

- Do not allow vehicles to park over the valve
- Do not store anything over the valve
- Do not site your emergency assembly point or fire assembly point near the valve
- Ensure grass and shrubs do not grow over the valve



## 1.4 Wheelie Bins

There have been a number of incidents where wheelie bins have been pushed up against gas meters and maliciously set on fire, resulting in significant property damage.

- Do not store wheelie bins or other waste materials close to the gas meter as this increases the potential fire risk if the waste material is ignited
- Store waste and/ or bins well away from the gas meter installation
- Keep waste and/ or bins in a secure area
- Restrict movement of wheelie bins so that they cannot be moved and placed against the gas meter



### Warning Fire Risk

Please do not store waste materials or wheelie bins on or adjacent to gas installations.



**Gas  
Networks  
Ireland**

Please contact our Customer Care Team for further information on **1800 411 511**  
If you smell gas call our 24hr Emergency Service immediately on **1800 20 50 50**

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# 1 Your gas meter

## 1.5 Vehicle Damage

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To prevent damage to your gas meter and gas pipework, and the risk of gas escapes, ensure that the meter and pipework are protected from damage by vehicles on your site. These may include trucks, vans, cars etc. that are parking or manoeuvring, or other work vehicles such as fork lift trucks.

## 1.6 Corrosion

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If you have metal gas pipework running from the gas meter to your appliances, this can corrode, particularly if it is buried or exposed to the atmosphere. It is your responsibility to ensure that such pipework is suitably protected against corrosion. Installation pipework and appliances downstream of the meter should be inspected by a competent person on a regular basis in accordance with I.S 813, I.S 820 and the appliance manufacturer's installation instructions.

## 1.7 Smoking Areas

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Do not set up smoking areas or allow smoking in the vicinity of your gas meter.



## 1.8 Hot Works and Electrical Equipment

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Do not allow hot works, such as welding or grinding in the vicinity of your gas meter and/ or pipework.

Avoid, where possible, installing electrical equipment such as light switches, fans etc. in the vicinity of your gas meter. If such equipment has to be installed it must be suitably rated in accordance with EN60079. Please contact Gas Networks Ireland if you require further advice or clarification on this.



# 1 Your gas meter

## 1.9 Vandalism

If you believe that your gas meter might be susceptible to vandalism, malicious interference or potential damage, contact Gas Networks Ireland. We can arrange for a lockable cage to be installed around the meter installation.



# 2 How to read your meter

## 2.1 How to read your meter

### Digital Meter

If you have a digital meter where you can directly read the numbers (digits) like the diagram (right), read the figures as shown from left to right, ignoring the numbers to the right of the comma (or in some meters ignore the numbers in the red box).

### Dial (Clock) Meter

If you have a dial (clock) meter it will display a series of dials, like the diagram (right). The four small dials at the bottom should be read from left to right.

See more at: [www.gasnetworks.ie](http://www.gasnetworks.ie)

or submit your reading directly at: [www.gasnetworks.ie/meter-reading](http://www.gasnetworks.ie/meter-reading)

### Digital Meter

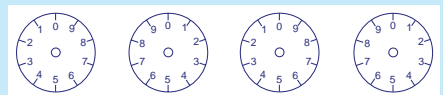
Meter reading



Ignore the figures to the right of comma.

### Dial (Clock) Meter

- Mark the position of the dials here.
- Read dials from left to right.
- If the dial is between figures use the lower one.



Meter reading





## 3 Meter Tampering

### 3.1 Meter Tampering

Tampering with a gas meter is illegal and a serious public safety concern. It doesn't just put you at risk, it also puts your employees, customers, neighbours and the general public at risk. Gas Networks Ireland regularly attends reported gas leaks caused by illegal meter tampering.

#### *Tampering with a gas meter is:*

A serious **safety risk** to you, your employees, customers, neighbours and the general public, 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 will be 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. The consequences could be costly or even fatal.

Public safety is the main priority for Gas Networks Ireland. By law, only Gas Networks Ireland representatives and **Registered Gas Installers** are authorised to work on natural 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 Gas Networks Ireland on **1800 464 464** or at [www.gasnetworks.ie/metertampering](http://www.gasnetworks.ie/metertampering)



# REPORT Meter Tampering



# 1800 464 464

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## 4 Appliance safety

### 4.1 Appliance servicing/ Competent person

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As an employer, you are responsible for ensuring that the natural gas appliances, equipment and pipework you and your staff use are safely maintained.

Gas Networks Ireland recommends that all natural gas appliances are serviced annually in accordance with the manufacturers' recommendations.

By law, only a Registered Gas Installer is permitted to install, service or repair domestic gas appliances or domestic-sized gas appliances used in a commercial setting.



Industrial/ commercially-sized appliances/ equipment should be installed, serviced and repaired by a competent service agent for that equipment. A voluntary registration scheme for service agents was introduced in 2017 and is expected to become mandatory in the near future.

If you are concerned that an appliance is not operating safely, or your appliances are not in good working order, arrange to have a safety inspection carried out by a Registered Gas Installer or competent person.

You can find details for Registered Gas Installers at [www.rgi.ie](http://www.rgi.ie).



### 4.2 Flammable items

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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 ignite or explode.

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## 5 Carbon Monoxide

Carbon Monoxide (CO) is a colourless, odourless and poisonous gas. It can be produced by any appliance that burns any fossil fuel such as oil, turf, coal, gas or wood. At high levels it can kill in as little as three minutes. At lower levels it can cause illness and general feelings of being unwell. Carbon monoxide can be a risk in businesses just as easily as in a home setting.

**If there is a lack of air for combustion, the appliance is faulty, installed incorrectly, poorly maintained or used incorrectly, carbon monoxide can be produced.**

### 5.1 Know the danger signs

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

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



### 5.2 Recognising signs of carbon monoxide poisoning

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- Drowsiness
- Unexplained headaches, chest pains or muscular weakness
- Sickness, diarrhoea or stomach pains
- Sudden dizziness when standing up
- General lethargy

*Other signs include:*

- Symptoms occurring when a particular appliance is on
- Others in the property suffering similar symptoms
- Symptoms improving when you are away from the property

**Call 1800 89 89 89 for any Carbon Monoxide related queries.**

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## 5 Carbon Monoxide

### 5.3 Recognising signs of carbon monoxide poisoning (continued)

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If you or someone else on the premises is experiencing some of the described symptoms and you suspect carbon monoxide poisoning then:

- Visit a doctor immediately and ask them to check for carbon monoxide poisoning
- Stop using all fuel burning appliances immediately and don't use them again until they have been inspected by a qualified service agent for the fuel type (for gas appliances this is a Registered Gas Installer or competent person)
- If you find someone ill or unconscious and suspect carbon monoxide poisoning, ventilate the area immediately by opening all doors and windows and call the emergency services



### 5.4 Safety advice

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- Ensure your appliances are installed and serviced annually by a Registered Gas Installer (or competent service agent for larger industrial/ commercial appliances), Registered Oil Technician or qualified service agent for your fuel type
- Make sure room vents are not blocked and there is adequate ventilation
- Keep flues and chimneys unblocked
- Make sure all chimneys are regularly swept and kept clear
- Use appliances only for the purpose for which they were designed, e.g. do not use a cooker to heat a room or use a barbecue indoors
- If you suspect an appliance may be faulty, stop using it immediately and arrange for a safety inspection
- Ensure adequate ventilation in bulk storage facilities for wood chips.

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## 5 Carbon Monoxide

### 5.5 Carbon monoxide alarms

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

If installing domestic-type alarms, check that the carbon monoxide alarm complies with European Standard EN 50291 and carries both the CE mark and a mark of independent certification such as a BS kitemark. Ensure that the alarm has an 'end-of-life' indicator. Some Registered Gas Installers will supply and fit carbon monoxide alarms in addition to servicing your appliance(s). Carbon monoxide alarms are also available from most hardware and DIY stores. Always install alarms as per the manufacturers' instructions. Remember more than one alarm may be required to provide adequate protection. Test your alarm(s) monthly.



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**Note: If installing alarms as part of a commercial alarm system, consult with your alarm provider.**



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## 6 Building work and alterations

### 6.1 Underground pipes

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Digging into natural gas pipelines can cause major disruption, serious injury or even death if you hit a pipe during excavations. You may also be held liable for the cost of repairing the damage.

Before starting any excavation work on your property, it is essential that you, or the person undertaking the work on your behalf, checks for the location of gas pipelines. Gas Networks Ireland's '**Dial Before You Dig**' service provides information, advice and maps on the pipeline network layout.

You can sign up to the free '**Dial Before You Dig**' online service at [gasnetworks.ie/dig](https://gasnetworks.ie/dig) and have access to gas network maps 24 hours, 7 days a week. Or if you need assistance or have any concerns, please email [dig@gasnetworks.ie](mailto:dig@gasnetworks.ie) or call our '**Dial Before You Dig**' number on **1800 42 77 47**.



### 6.2 Alterations

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If you are planning works on your property that could affect the gas pipeline, meter or associated equipment, for example:

- Moving the gas meter location
- Building a structure around, over or enclosing the meter
- Doing groundworks that could cover or restrict access to the fire/isolation valve.

**It is essential that you, or the person designing your alterations, contacts us.**

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## 7 Gas Networks Ireland contacts

### 7.1 Contacts

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**If you have any other questions about the safety of your gas supply or gas supply equipment, or if you require a copy of the Safety Data Sheet for Natural Gas, please contact us via any of contact channels below.**

The main contact numbers for Gas Networks Ireland are:

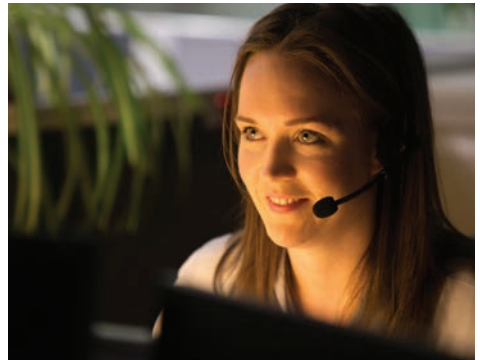
**Business Link**  
**1800 411 511**

Monday to Saturday 9am – 5.30pm

**[businesslink@gasnetworks.ie](mailto:businesslink@gasnetworks.ie)**

**[X @GasNetIRL](https://twitter.com/GasNetIRL)**

**[gasnetworks.ie](https://www.gasnetworks.ie)**



The main contact details for Gas  
Networks Ireland are:

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**24hr Emergency Service**

**1800 20 50 50**

24 hours, 7 days a week

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**Dial Before You Dig**

**1800 42 77 47**

Monday to Friday 9am – 5.30pm

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**Business Link**

**1800 411 511**

Monday to Friday 8am – 8pm

Saturday 9am – 5.30pm

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**[businesslink@gasnetworks.ie](mailto:businesslink@gasnetworks.ie)**

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**X [@GasNetIRL](https://twitter.com/GasNetIRL)**

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**[gasnetworks.ie](https://www.gasnetworks.ie)**