

Your gas supply has been capped

What you need
to know



Halton
Housing



What does “capped” mean?

Your gas supply has been temporarily disconnected (capped off) to prevent the use of gas appliances. This is a safety measure and must be resolved before gas can be safely restored.

Why has this happened?

Your gas may have been capped for one of the following reasons:

- **Missed or Repeatedly Inaccessible Safety Appointments:** We were unable to carry out the legally required annual gas safety check due to missed appointments or repeated inability to access the property, despite multiple attempts in line with regulatory procedures.
- **Unsafe Conditions:** A gas leak or faulty appliance was identified during inspection.
- **Empty Property:** The property is currently unoccupied and gas has been capped as a precaution.
- **Tenant Request:** You asked for the gas to be capped due to personal reasons.



What this means for you

Having your gas capped can affect your daily life in the following ways:

- **No Heating:** Your central heating system won't work if it runs on gas.
- **No Hot Water:** You may not have hot water for baths, showers, or washing up.
- **No Cooking:** Gas cookers and hobs will not function.
- **No Gas Fire:** Any gas-powered fire or appliance will be out of use.

This can be especially difficult in colder months or if you have young children, elderly residents, or health conditions in the household. That's why it's important to contact us as soon as possible so we can help restore your supply safely.

Remember to keep credit on your gas and electricity meters.

Keeping your gas and electricity meters topped up with credit is essential — not just for comfort, but for safety and to avoid disruption to your supply. Here's why:

- **Prevents Being Disconnected:** If your meter runs out of credit, your gas or electricity supply may stop, leaving you without heating, hot water, or power.
- **Supports Safety Checks:** Engineers may not be able to complete essential safety inspections if there's no power or gas available, which could delay reconnection.
- **Protects Appliances:** Sudden loss of power or gas can damage appliances or cause them to reset.

Top Tip: Always keep a small amount of emergency credit on your meter, especially during colder months or if you're expecting a visit from a gas engineer.

What you need to do:

To get your gas supply safely restored:

- Contact us immediately to book a gas safety inspection or reconnection appointment.
- Do not attempt to reconnect the gas yourself – this is dangerous and may be illegal.
- Keep your home ventilated if you smell gas or suspect a leak.
- Check your appliances – if any were flagged as unsafe, they may need repair or replacement before reconnection.

Who to contact:

If your gas has been capped, please contact us as soon as possible so we can arrange a visit to safely reconnect your supply.

Call us on **0303 333 0101**.

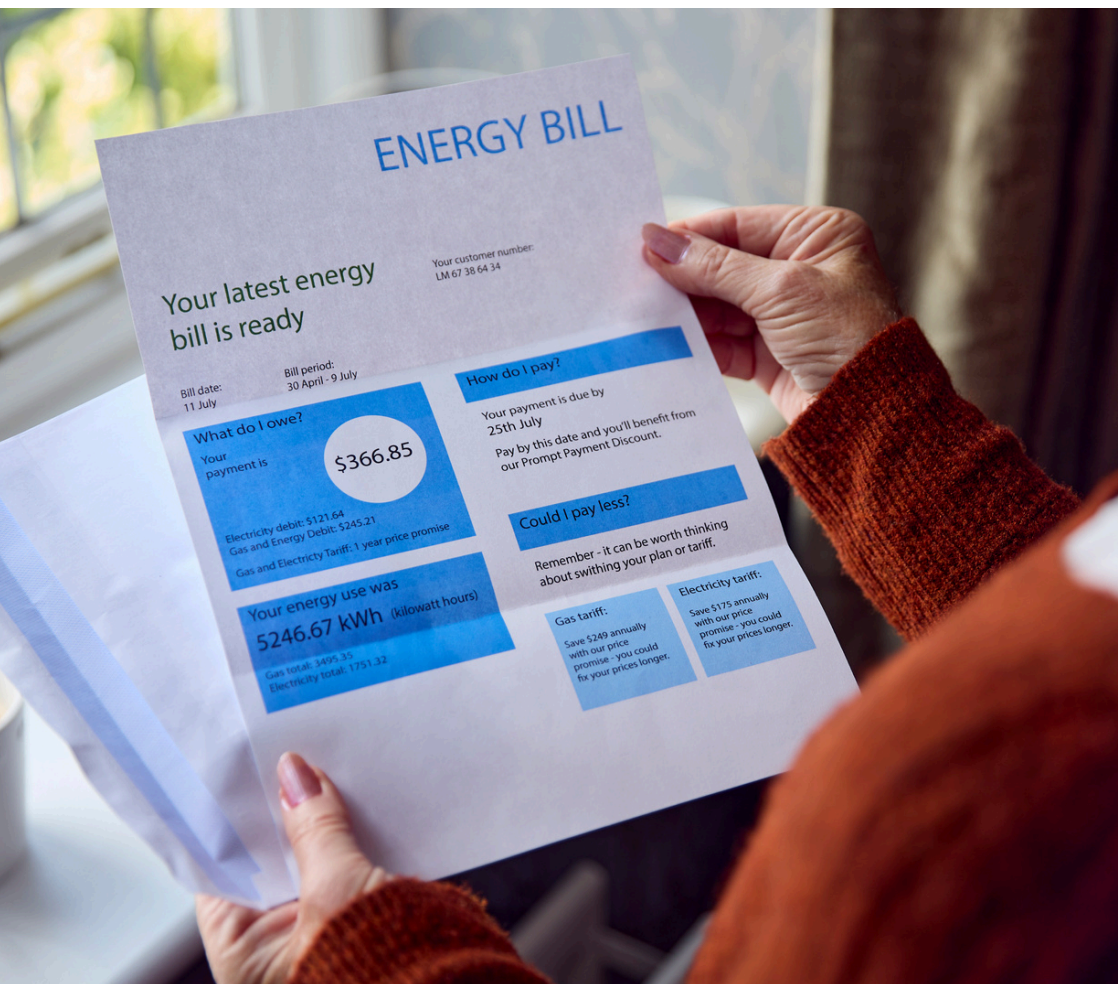
Our team will help you book a gas safety inspection or reconnection appointment.



Need extra support?

We understand this may be stressful. If you're struggling with energy costs or need urgent help with heating or hot water, we can help. Contact our Welfare Benefits and Money Advice team by emailing welfare@haltonhousing.co.uk or calling **0151 510 5024**.

Please let us know if you need assistance — we're here to support you.



ENERGY BILL

Your latest energy
bill is ready

Your customer number:
LN 67 38 64 34

Bill date:
11 July

Bill period:
30 April - 9 July

What do I owe?

Your
payment is

\$366.85

Electricity debit: \$121.64
Gas and Energy Debit: \$245.21

Gas and Electricity Tariff: 1 year price promise

Your energy use was

5246.67 kWh (kilowatt hours)

Gas total: 3495.35
Electricity total: 1751.32

How do I pay?

Your payment is due by
25th July

Pay by this date and you'll benefit from
our Prompt Payment Discount.

Could I pay less?

Remember - it can be worth thinking
about swithing your plan or tariff.

Gas tariff:

Save \$249 annually
with our price
promise - you could
fix your prices longer.

Electricity tariff:

Save \$175 annually
with our price
promise - you could
fix your prices longer.



Halton Housing

Waterfront Point, Warrington Road
Widnes, WA8 0TD

www.haltonhousing.co.uk

Tel: 0303 333 0101

