

# Emergency calls: first response guide

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Emergency calls are rare — but when they happen, how you respond in the first few seconds matters enormously. This guide gives you a clear framework for triaging an emergency call, staying calm under pressure, and making sure every customer who needs urgent help gets it without delay.

## Recognising an emergency call

Not every urgent-sounding call is an emergency, and not every emergency call starts with the customer saying "this is an emergency." Stay alert to:

- Mentions of a gas smell or suspected gas leak
- A customer reporting they have no heating or hot water in dangerous conditions (extreme cold, household with young children or elderly residents)
- Reports of sparking, burning smells, or electrical faults
- A customer mentioning carbon monoxide alarm activation or symptoms
- Any situation where a customer or someone in their household is in immediate physical danger

If any of these come up — even in passing — treat it as a potential emergency until you've established otherwise.

## The first response framework

### Step 1: Stop and listen

Don't jump to solutions before you understand the situation. Let the customer tell you what's happening. A few seconds of focused listening gives you the information you need to respond correctly.

### Step 2: Assess the immediate risk

Ask yourself: is anyone in danger right now? A gas leak, a carbon monoxide alarm, or an electrical fault with risk of fire are all situations where emergency services should be involved immediately. A loss of supply in mild weather with a healthy adult household is serious, but not the same level of urgency.

### Step 3: Direct to emergency services if needed

If there is any risk to life or safety, direct the customer to the appropriate emergency service before anything else. See the quick reference below. Don't put the customer on hold to check notes or speak to a colleague — if it's a safety emergency, the only priority is getting them the right help fast.

### Step 4: Stay on the line if you can

For genuine emergencies, stay with the customer while they make the call or take the immediate safety steps you've advised. Don't rush to close the interaction until you're confident they're safe or connected to the right support.

### Step 5: Log everything

Once the immediate situation is managed, document the call thoroughly in Kraken — what the customer reported, what advice you gave, what services you directed them to, and any follow-up required.

## Quick reference: who to call

Situation	Who to contact	Number
Gas leak or smell of gas	National Gas Emergency Service	0800 111 999
Carbon monoxide alarm or symptoms	Emergency services, then gas emergency line	999, then 0800 111 999
Electrical fire or sparking	Emergency services	999
Power outage / loss of electricity supply	Local Distribution Network Operator (DNO)	Check DNO finder tool
Immediate risk to life (any cause)	Emergency services	999

## What Good Egg Energy can and can't do in an emergency

It's important to be clear with customers – and with yourself – about what we can actually do in an emergency situation. We can:

- Provide guidance and direct customers to the right emergency services
- Flag the account for priority follow-up
- Arrange welfare checks through network operators for PSR customers
- Escalate to our own emergency team for supply-related issues

We cannot dispatch engineers to a property in response to a gas leak or electrical fault – that is the responsibility of the relevant emergency service or network operator. Be honest with customers about this, calmly and clearly. Your role in an emergency is to get them connected to the right help as quickly as possible.

**Watch out for this:** Customers in a genuine emergency may be panicked, confused, or not communicating clearly. Don't let the pace of the call pull you into making assumptions about what's happening. Ask one clear question at a time, speak slowly and calmly, and confirm your understanding before giving advice. A calm agent is the most useful thing you can be in that moment.