

# Gas leak protocol

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A customer calling to report a gas smell or suspected leak needs one thing above all else: fast, clear, calm guidance. This article gives you the exact steps to follow and the words to use. In a gas emergency, there is no time to improvise — know this process before you need it.

## Immediate priority

The moment a customer mentions a smell of gas, a hissing sound near a gas appliance or pipe, or any other sign of a potential gas leak — stop the account conversation entirely. Everything else can wait.

Your only goal is to get the customer safe and connected to the National Gas Emergency Service as quickly as possible.

## What to say: call script

Use this script as your guide. You don't need to read it word for word, but the key safety instructions must all be covered — in this order.

*"I need to stop you there — what you're describing sounds like it could be a gas emergency, so I want to make sure you're safe first. Please do the following right now:"*

1. *"Don't turn any switches on or off — no lights, no appliances, nothing electrical."*
2. *"Don't use your mobile phone inside the property — please go outside to make any calls, including this one if you can."*
3. *"Open windows and doors to ventilate the property if it's safe to do so — but don't stay inside to do it if the smell is strong."*
4. *"Leave the property now and don't go back in."*
5. *"Once you're outside, call the National Gas Emergency Service on 0800 111 999 — it's free, it's available 24 hours, and they'll send someone to you. Please call them right now."*

If the customer is already outside and safe, you can be slightly less urgent in tone — but the instructions remain the same.

## If the customer won't leave

Some customers will push back — they're not sure it's really a leak, they don't want to leave a pet, they're worried about leaving the property unsecured. Stay calm and be gently firm:

*"I completely understand, but if there is a gas leak, it can become dangerous very quickly. The safest thing — for you and your pet — is to get outside while the professionals check it out. Please trust me on this one."*

Do not get drawn into a long discussion. Keep returning to the same clear message: leave the property and call 0800 111 999.

## If the customer reports someone is unwell

If anyone in the property is feeling dizzy, nauseous, has a headache, or has collapsed, this may indicate carbon monoxide poisoning rather than – or in addition to – a gas leak. Direct the customer to call 999 immediately before anything else. See [Carbon monoxide concerns](#) for full guidance on this scenario.

## What not to say

- Don't say "*it's probably nothing*" or downplay the situation in any way
- Don't ask the customer to go and check the meter or investigate the source of the smell
- Don't suggest they try turning appliances off at the appliance itself – switches of any kind are a risk
- Don't keep the customer on the phone going through account details – the account can wait

## After the call

Once you've given the customer the emergency guidance and confirmed they're going to call 0800 111 999, log the call in Kraken immediately. Your notes should include:

- The time of the call and what the customer reported
- The safety advice you gave
- Confirmation that the customer was directed to the National Gas Emergency Service
- Whether anyone in the property was reported as unwell
- Any follow-up required on the account

Flag the account for a welfare follow-up call once the emergency has been dealt with – especially if the customer is on the PSR or has indicated they live alone.

**Watch out for this:** Customers sometimes call about a gas smell that turns out to be something else – a neighbour's cooking, a drain, or a sulphur-like smell from a new appliance. Even so, never dismiss the possibility of a gas leak on a call. The cost of treating a non-emergency as an emergency is a slightly inconvenient call to the gas line. The cost of treating a real emergency as a non-emergency is unthinkable. Always follow the protocol.