

## 276 WHITCHURCH RD: GAS, ELECTRICITY, WATER

### METER LOCATION & EMERGENCY CUT OFF

**GAS LEAK:** the meter and the isolation valve are located in the small cupboard in the hall beside the front door. If you smell gas, the gas can be turned off by pulling the metal lever down 90 degrees either way. Then call the National Gas Emergency Service 24 hours a day on 0800 111 999 and call your landlord immediately. Open windows to ventilate and do not operate light switches or start any naked flame.

**WATER LEAK:** the stop cock is located in the corner of the living room behind the TV. The water can be turned off by turning the tap clockwise. **There is no meter.** If you have any trouble turning this tap, there is an additional mains isolation valve located under a cover in the pavement in front of the house – you will need a flat edged screw driver or similar to lift it. In addition, most taps and showers should have individual isolation valves which can be turned off using a flat head screwdriver and turning them 90 degrees so that the slot runs perpendicular to the pipe (in line is in the on position).

**ELECTRICITY:** the meter and electricity distribution board (with trip switches) are located above the downstairs middle room door. Individual circuits exist for different areas of the house e.g. upstairs lights; kitchen sockets; electric shower etc. and are clearly labelled on the consumer unit –there is a step ladder usually located in the closet on the landing or in the hall under the stairs should you need to access the switches.

#### Tips to Operating the Electricity Distribution Board:

The switches are known as RCBOs (Residual Current Circuit Breaker with Over Current Protection) – they protect from both current overload and faults on the circuit.

#### If one of the circuits trips off this means either:

- a. The circuit has been overloaded – and the switch has tripped off to protect the cable from overheating – this is rare but is possible if everyone ran fan heaters in their room at the same time
- b. There is a fault in the circuit known as a leakage to earth – possibly the cable has been damaged though more commonly a fault within an appliance connected to the circuit.

The best thing to do when a circuit breaker trips out is to unplug all appliances that run off the circuit which has tripped off, flick the switch back to the ON position and then plug in the appliances one-by-one to see if a faulty appliance trips the circuit again. In this manner you can at least isolate the problem before contacting me e.g. it could be a dodgy connection in a plug on the electric toaster or a Hi-Fi. If this does not work there is probably a problem with the circuit itself and it will definitely be necessary to contact me to rectify the problem.

If all of the switches are in the on position on the consumer unit, and you do not have any power, then there has either been a power failure to the area, or if all of your neighbours have power, the main fuse to the house has probably blown and in which case you will need to contact the electricity supplier or call Western Power Distribution (the company who manage the physical cable network) directly on:

**0800 6783 105** for them to send out an engineer.