



## Queensland Emergency Services Details

**Natural Gas - Gas leak or emergency:** 1300 763 106

**Electricity - Loss of supply:** 13 62 62

**Electricity - Emergencies:** 13 19 62

**LPG - Emergencies/faults:** 1300 763 342

If you believe there is risk to life and property, contact Emergency Services on 000.

Note: Check the top of your gas and electricity accounts for the Power Failure or Faults number of the network owner for prompt repairs.

### **What should I do if there is a gas leak?**

If the smell is coming from an appliance inside your home, or from pipework near the gas meter, turn the natural gas meter handle to the off position and phone your local plumber/gas fitter immediately. (If you are renting, you should contact your estate agent first).

If you think the smell is coming from the meter, or if you can hear a hissing sound at your meter, phone the appropriate number above, 24 hours a day, 7 days a week.

### **What should I do if the electricity suddenly fails?**

First check to see if yours is the only property affected. If neighbouring properties are also affected, phone the appropriate number above, 24 hours a day, 7 days a week. If the powerlines are down, or if anything has fallen on them, keep well away.

If only your property is affected, first check the mains switch in your fuse box. If a single appliance is affected, check that it is properly assembled and connected. Check the powerpoint by plugging in a hair dryer or table lamp to make sure there is power at the point.

If you have an electrical fault in your house or with appliances, do not try to fix it yourself. A licensed electrician should do this.



## **What do I do if I am experiencing hot water problems?**

### **Gas hot water systems**

If your hot water is heated by gas, check to see if other gas appliances are working. If they also are not working, call on the appropriate gas number above. If your other gas appliances are working, check the pilot light of the hot water unit. If it is out, try and relight it following the manufacturer's instructions. If you are unsuccessful, call us on 1300 309 132.

### **Electric hot water systems**

If your hot water is heated by electricity, check to see if other electrical appliances are working. If not, call the appropriate electricity number above. If your other electrical appliances are working, then there has been a failure with your hot water unit.