

Staying safe

Safety tips

If you can smell LPG (smells like rotten eggs) inside, or suspect there is a gas leak:

1. Keep flames and cigarettes out of the room and away from the area	4. Open doors and windows	7. Contact a registered gas fitter to check the installation. Use a phone away from the gas leak
2. Turn off all gas appliances if safe to do so	5. Leave electrical appliances or switches as they are - a flick on/off could cause a spark and ignite the gas	8. In an emergency, call the fire service in your region
3. Turn off all gas supply at the meter of LPG cylinder - if safe to do so	6. Don't use your phone in the area	9. If the smell persists, go outside to a safe place away from the building

You can use soapy water on the gas pipes or connections to find leaks. This will make growing bubbles if any gas is leaking. A spray bottle is really good for this

Read on for more tips on keeping safe with gas.

LPG is a great form of energy. Make the most of it by using it safely. Learn more about LPG health and safety from our [LPG Safe Data Sheet](#)

In case of emergency dial:

- Cameroon : 118
- Nigeria : 112

LPG appliance safety

1. Good ventilation is very important. If you are using an unflued portable gas heater, always keep a window or door slightly open	3. LPG can cause some natural rubber and plastics to break down, so always use hoses especially designed for LPG.	5. Sometimes gas fails to ignite properly. If that happens, turn off the supply and wait a couple of minutes to let unburnt gas
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2. Never use a LPG cabinet heater in bedrooms or bathrooms. Ventilation cannot be guaranteed, no matter how big the room is

4. Keep the hose from your heater or BBQ gently curved to avoid knicks and damage

disperse before you try again

6. Never connect LPG to appliances that have been set up for natural gas - it could damage them.

It is important to have your appliances serviced regularly to ensure they are safe and efficiently. Get a registered gas fitter to check all your appliances at least once every two years.

Gas water heaters

It is important that you keep your gas water heater clean by removing dust, lint or sawdust that could block the air intakes at the bottom of the tank.

If you insulate your water heater:

- Keep the insulation blanket well off the floor so it does not cut off the air supply to the pilot light
- Use non flammable insulation or commercial pipe wraps to insulate the hot water pipe that extends from the top of the hot water cylinder.

LPG cylinder safety

We will always run a safety check on your cylinders when we come and swap empty cylinders for full ones, but here are some important safety tips you should follow for large and small cylinders.

1. Always keep LPG cylinders upright - if you lie them down the safety valve will be compromised.

2. Always secure the appropriate cylinders when you are moving them to your

4. Keep the hose from your heater or BBQ gently curved to avoid kinks and damage.

5. Make sure your cylinder has a current test date stamped on the neck. Gas cylinders need to be

7. Activities that might cause a spark, such as welding or grinding, need to be done well away from LPG cylinders.

vehicle - never let them roll around.

3. Don't expose cylinders to excessive heat and never leave them in a vehicle in the sun.

certified every 10 years. Your local refilling station will show you where the test date is written.

6. Use soapy water to check if your cylinder is leaking. If you see bubbles then there is probably a leak. Turn off the valve, move the cylinder to a ventilated area, then contact your gas supplier. NEVER USE A MATCH to find leaks.

Essential first aid - LPG

	First aid
Eyes	<p>Do not delay - flood eyes gently with clean tepid water (not hot) for at least 15 minutes, or flush eyes for as long as possible with sterile saline solution</p> <ul style="list-style-type: none">● Seek medical attention
Skin	<ul style="list-style-type: none">● Immediately bathe the area with large quantities of water (preferably tepid) for at least 15 minutes● If possible, remove any clothing splashed with liquid LPG that is not sticking to the skin● Place the injured person in a warm area and gradually rewarm the affected areas to normal body temperature● Do not apply any form of direct heat● Keep the person warm and comfortable● Loosen restrictive clothing● Gently cover the affected area with glad wrap or a wet (not fibrous) material, ensuring that circulation is not restricted● Do not give anything to eat or drink● Never leave the injured person unattended● Keep contaminated clothing away from ignition sources as some gas may be given off during thawing● Seek medical attention

Inhaled	<ul style="list-style-type: none">● Remove victim to fresh air● If breathing has stopped or irregular, apply artificial respiration● Seek medical attention
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Identifying a leak

Use your nose - If you can smell LPG (smell like rotten eggs), if:

- The pilot light has gone out on an appliance
- The burner on your stove has been left on accidentally, and
- Open the windows and call your gasfitter.

Use your ears - If you hear a hissing sound it could be gas. Turn off appliance and check it out.

Use your eyes - Can you see ice or frosting on the pipes, fittings or joints? Is your gas bill higher than usual?

Any of these things could indicate a gas leak. [Click here](#) for what to do when you suspect a leak.

How to check your gas cylinder for leaks:

1. Make a weak solution of soapy water (just enough to change the water colour).
2. Connect your cylinder to the appliance.
3. Turn all the burner knobs to OFF
4. Turn your gas cylinder ON
5. Brush or spray the soapy solution on all the connections (where the pipe connects to the appliance and the bottle)
6. If bubbles appear it means the connection isn't properly sealed
7. Turn OFF the gas and tighten or fix the connections
8. Repeat until no bubbles appear

Safe handling

LPG is heavier than air, so it needs to be kept a safe distance away from opening and drains to prevent spillage from spreading.

Always keep bottles in an upright position away from heat source.

Keep bottles closed when not in use.

For all emergencies	No smoking or naked flames within 50m. Move people from the immediate area. Keep upwind. To contact the Fire Service, dial 118 or 112
Leak	Carry out action for all emergencies as above. Stop flow of gas/liquid if possible. Spray water to disperse gas clouds but avoid spraying water directly on the leaking container as this may increase leakage. Prevent spillage from spreading or entering underground drains by blocking with sand or earth.
Fire	Carry out action for all emergencies as above. Only if it is safe to do so, shut off supply of gas rather than put out fire. If water is available, spray containers to keep them cool.
Disposal	Contact us on info@entakgroup.com

In an emergency

If you have an LPG leak, follow these instructions until the emergency services or technician arrive:

- Turn off your LPG appliances immediately
- Don't light a match, lighter or cigarette.
- Don't use any electrical appliances, mobile phones or even turn on a light as these can be ignition sources.
- Turn off the gas at the cylinder or meter.
- Open all windows and doors at the property.

Stopping supply

We need to keep all our customers safe so, if there is an emergency, we reserve the right to stop LPG without notice, we will only do this if customers are at risk when:

- An installation, appliance or fitting is found to be unsafe during an inspection
- There is a breach of gas industry regulations. The legislation is there to protect you from danger and breaking the law can put you and others at risk.

If we spot risks, the LPG supply will be turned or bottles removed immediately until the problem is fixed or the issues resolved, and we will keep you informed.

In case of an emergency, dial **118** or **112**.

Safety assessment

The main risk to the public from our site is from an uncontrolled release of LPG, which could catch fire if it reaches an ignition source. Uncontrolled releases could come from our storage tanks, road tankers and cylinders. However, the probability of this risk occurring is extremely low as our tanks and facilities are designed to be impact and fire resistant. Fire detection systems, emergency shutdown systems and firefighting systems all provide additional protection. In addition, all electrical circuits on our sites have been specifically chosen to ensure they don't create an ignition source. All safety systems (including fire and shutdown sirens) are tested regularly.

For more information on the composition of LPG, please review our [Safety Data Sheet](#)

Safety Management System

Our Safety Management System is the primary means by which we ensure our safe operation and it provides the link between systems and controls. It contains things such as policy and procedures, organization and personnel, performance monitoring, audits and reviews.

Emergency plans

Following an uncontrolled release such as those identified in the safety assessments, a fire siren will sound and the site will automatically shut down. Fire and Emergency will automatically be called out to help manage the release, and to ensure they are in place should a fire occur. The release may take the form of a visible cloud traveling at wind speed. Water sprays may activate to disperse the cloud.

Immediate neighbors will be notified directly by Entak Energy staff via telephone in an emergency. Neighbors that are slightly further away may be contacted by either Entak Energy, Fire Service or the Police if the situation escalates and has the potential for effects further from the site.

On hearing the siren, people in neighboring properties should shelter indoors, unless they are contacted and told differently. In this instance, they will be told what action to take, which is most likely to involve moving further away from the potential effects. This will depend on a number of factors such as distance from the site, the type of incident that has occurred and the wind direction and weather conditions at the time. People should only use the contact number during an emergency if they anticipate difficulties in evacuating should this become necessary.