



Your gas supply

For the attention of Mr/Ms [REDACTED]

One of our technicians called today. In your absence, we have:

CUT OFF your gas supply,
because we noticed a small leak/excess consumption in your internal installation. You must therefore have your installation repaired as quickly as possible by a qualified installer.

We DISCONNECTED and REPLACED
gas meter no. [REDACTED] index no. [REDACTED] with
gas meter no. [REDACTED] index no. [REDACTED]

Please note: before reconnecting your gas installation, you must take the following measures to allow any air or air bubbles in your gas pipes to escape:

1. Close the valves on all gas appliances;
2. Open your gas meter tap;
3. Open the tap of one appliance (preferably a gas cooker burner) and light the gas with a flame. The gas must continue to burn for some time so you can be sure the air has escaped from the pipes. Do not leave the premises. If the gas does not light or if the flame goes out after a time, keep the gas lighter on the burner until it lights.

SEALED your gas meter for one of the following reasons:

- A serious gas leak has been found in your internal installation
- A CO problem (non-conforming gas installation)
- By order of the police or the fire service
- Your gas meter has been moved and replaced
- [REDACTED]

The excess consumption may eventually be found to be due to the operation of an appliance or a lit pilot light which we have not been able to check. If this is the case, please contact our Customer Service to make an appointment to reconnect your supply.

Only a Sibelga technician is authorised to reconnect the supply.

General remarks

- For any other reason, we would ask you to have your installation repaired/checked as quickly as possible by a qualified installer (preferably with the CERGA label). Let us know when the repair has been carried out. We will re-establish the gas supply.
- If you no longer wish to have a gas connection, please contact your supplier to cancel your contract.

Service : 1st intervention Works Customers Other [REDACTED]