



EXTREME HOT WEATHER & YOUR LPG TANKS.





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During periods of sustained hot weather, the pressure inside your LPG tank may increase as the LPG warms and expands.

Your tank is fitted with a Pressure Relief Valve (PRV). It is a safety device designed to automatically release pressure if it rises above the vessel design limits. If the PRV activates, then the system is working as intended to keep you and your tank safe. This is a normal safety function designed to protect the Tank from excessive pressure.

ADDITIONAL SAFETY ADVICE

What you may notice:

When the PRV activates your senses may notice:

- A hissing sound near the tank
- A release of gas vapour from the safety valve

This can occur during very high temperatures, particularly when tanks are exposed to direct sunlight for extended periods.

What you should do:

If you suspect your tank is releasing gas, here's what to do:

- Keep well clear of the tank and valve outlet
- Remove all sources of ignition from around the tank (e.g. Naked flames, smoking and electrical equipment including mobile phones)
- Do not approach the tank

And only if it is safe to do so:

- From a safe distance, you may use a Garden Hose with a spray setting to apply a gentle spray of water over the tank to cool the tank surface which will reduce pressure.

KEEP THE AREA CLEAR UNTIL THE VENTING HAS STOPPED, OR ONE OF OUR ENGINEERS HAS ADVISED IT IS SAFE.



When to contact us:

- Report the situation immediately on 0345 450 3121, or by using our 24/7 emergency line: 07739 882 001
- For further emergency support see our Website

Our teams will assess and provide further guidance and discuss any further actions if needed.

Important safety reminders:

- Always maintain the required clearances around your tank
- Do not obstruct airflow or cover your tank
- Keep the surrounding area free from flammable materials, particularly in dry conditions
- If you're unsure about your tank(s) or anything related to your supply - get in touch

Your safety is our priority:

Our system and equipment are designed to manage extreme conditions safely. Our teams and dedicated support areas are here to support you, whenever you need us.

IF THE PRV HAS OPERATED

When a PRV operates, also known as a “lift”, it releases LPG vapour until the tanks pressure falls lower than the PRV’s set relief point, at which the valve will close and return the vessel back to a safe level.

Customers may report smelling LPG, this is due to the stenching agent contained within LPG, which ensures customers can smell when they have a leak, this can be detected at very low concentrations. The quantity of LPG liquid lost will be relatively small in conjunction to the controlled venting of LPG vapour from the PRV.

Customers may also notice the plastic cap, located at the top of the PRV is no longer in position. The cap is designed to protect the PRV from everyday weathering and debris, but when the PRV lifts, the cap will eject away from the PRV. This is not dangerous and part of the design function of the valve.

DISCLAIMER:

This guidance is intended to assist customers during periods of hot weather. Only take the actions described above if they can be carried out safely, without placing yourself, or others at risk. If you are unsure, move to a safe location and contact us on numbers above for further advice.



Need help?

We're here for you.

If you ever have a question about your LPG supply or need assistance, our team is ready to help.

OFFICE HOURS

0345 450 3121

Customer service and
general enquiries

24-HOUR EMERGENCY

07739 882 001

For For gas leaks or urgent
issues

If you smell gas or suspect a leak, call the emergency number immediately.