



Code of Practice and Emergency Enquiry Provision (Gas)

Provision of services for vulnerable domestic customers (including the deaf and blind) and arrangements for accessing domestic customers' premises. Includes information on our Emergency Enquiry Provision.

GG-REL-IG-0787

Revision 1

Effective from: January 2025

Gas Emergencies

Gas Safety and reporting an emergency

If you smell gas or are worried about gas safety, we recommend you follow these instructions:

- Call the National Gas Emergency Service Provider (available 24/7) on **0800 111 999** (calls may be monitored to ensure that customers receive a prompt and efficient service). They will take your details and offer you further advice depending on the information you give them. This number can also be called if you are experiencing a loss of supply.
- Turn off or isolate the gas supply if you are able to do so.
- Extinguish all naked flames.
- Open all doors and windows to ventilate the property.
- Do not operate any electrical equipment, including switching lights on or off.
- At entry and exit points to the property, you are advised not to operate any electrical security devices.
- A National Gas Emergency Service Provider engineer will attend within one or two hours, depending on the nature of the emergency. The National Gas Emergency Service engineers will always make the gas supply safe, when called to a suspected gas escape. However, the emergency service provided does not cover repairs to appliances or installation pipe work that cannot be completed within 30 minutes. The engineer will explain what course of action you need to take next, if applicable.

If a customer, member of the public or any other person contacts GTC directly to report an incident, our employees are trained to take details of the emergency and report it to the National Gas emergency Service Provider promptly and efficiently. They will also offer appropriate advice.

Introduction

The following statement relates to GTC Pipelines Ltd. (GTC), Independent Pipelines Limited (IPL) and Quadrant Pipelines Limited (QPL) wholly owned subsidiaries of GTC Infrastructure Limited, hereafter referred to as GTC. GTC is a licensed gas transporter responsible for the safe delivery of gas through its networks to properties across Great Britain.

This publication explains how you can get in touch with us, what to do in case of a gas emergency (see previous section headed 'Gas Emergencies' of this document for more information), what the special services we provide for vulnerable customers are, how to recognise our staff should they visit your home and how we ensure that those staff are trained and authorised. It is written in line with Conditions 6 (to ensure approval from the Gas and Electricity Markets authority), and 17, 18, 19, 21 and 22 of our Gas Transporters Licence, and our processes have been approved by Ofgem. It describes the emergency enquiry service available to any person for the purposes of receiving reports and offering information, guidance or advice about any matter or incident that:

- Causes danger or requires urgent attention or is likely to cause danger or require urgent attention, in relation to the supply of gas conveyed through our pipes; or:
- Involves the escape of gas from our network or any fittings on our network, including escapes involving carbon monoxide.

* Note, GTC does not sell gas directly to consumers but ensures that it is delivered to the end user, in a safe and efficient manner. The companies that sell gas to consumers and

send out bills are called gas suppliers. If you have an enquiry about your bill, your meter or the supplier's Priority Services Register, please contact your supplier. Contact details of your supplier can be found on your latest gas bill.

Any queries regarding the activities of GTC should be addressed in the first instance to GTC using the contact details shown on page 6 of this publication.

Priority Services Register

If you are a domestic customer who has special requirements, it is important that we are aware of what these may be. Your supplier is obligated to keep a special register of customers who:

- Have a sensory impairment
- Have mental health issues
- Are medically dependent
- Have poor mobility
- Is disabled
- Is of pensionable age
- Is chronically sick
- Is living with a child under the age of five
- Is living with someone who qualifies for the service

These details will then be passed to us so that we can keep in mind any special requirements you might have, should we need to visit your home.

You can register your details by:

- Contacting your supplier, who can also register you for other services related to their Priority Services Register. These may include free gas safety inspections of appliances and pipe work (if all adults in the household qualify). Their number is on your latest bill. Your supplier will then pass your details on to us.
- Writing to or calling GTC using the telephone number of address on 01359 302255. Please tell us your name, address, telephone number and why you qualify for the Priority Services Register. We will pass your details on to your supplier if you wish.

Once we place you on our Priority Services Register, you may choose a password so that, if we need to visit your home, you can be confident that the person entering your home is a GTC employee or contractor acting on our behalf.

We will let you know in advance of a planned interruption to your gas supply, where possible, and we will try to keep you informed in the event of an unplanned interruption. You can also give us the name of a friend or relative to act on your behalf in the event of a gas supply interruption.

Under the Gas (Standards of Performance) Regulations 2005 (and as amended in 2021), we will arrange to provide any customers on the Priority Services Register with alternative heating and cooking facilities within 4 hours, or within 8 hours in the case of gas emergencies or unplanned interruptions that affect more than 250 people.

A copy of this Code of Practice in another language, a different format (paper or electronic), large print, braille or on audiotape is available on request.

Planned Interruptions to your Supply

Sometimes we may have to interrupt the gas supply to carry out maintenance on our network to ensure continued safe operation. This may result in some inconvenience, but we will always try to keep disruption to a minimum. We will write and tell you about a planned interruption to the gas supply in advance, where possible.

If you need any further information or advice about a specific planned interruption, please contact us using the telephone number at the top of the notification letter advising you of the interruption.

Entering your Home

From time to time, GTC may need to visit your home to inspect or maintain our equipment on your property. Visits will either be made by one of our staff or a contractor working on our behalf, and we will do our best to adhere to any appointments that we make with you. We have arrangements in place so that customers can be sure that all visits are made by appropriate persons:

- GTC employees and contractors will have an identity card showing the company name, their own name, a colour photograph of the individual and a contact number in the event that you may have concerns. **Always check a visitor's identity card before letting them into your home.**
- Where possible, all vehicles used for visits to our customers' premises will carry the GTC or contractor's logo.
- Where possible, all GTC employees will wear clothing showing they are from GTC.
- GTC employees will be able to give you explanations and information on matters relevant to the purposes of their visit.
- GTC take steps to ensure that all ID cards are returned when an employee leaves the company.

If you have any doubts about whether a visitor is genuine, do not let them into your home.

GTC will ensure that its employees and contractors are aware of the contents of this Code of Practice and will comply with it at all times. They will be appropriately qualified and fully trained for the purpose of the visit and will be courteous at all times in their dealings with you, giving clear and accurate explanations, as well as respecting your premises. If GTC needs to visit you on behalf of your gas supplier, we will abide by the supplier's Code of Practice that includes similar safeguards.

- If you would like to feel more secure, we can agree a password with you when we make an appointment. If your gas supplier has arranged the appointment, please ask them to arrange a password with you for us to use.

Built Over Services

If we discover that a structure, such as a porch, conservatory, garage or extension has been built over our gas service or mains pipework, or that the gas meter is no longer accessible, for the safety of our customers and our network, we have a legal statutory obligation to take action and reroute the gas infrastructure. This is in order with the 1996 Pipeline Safety Regulations which ensure the safe conveyance of gas.

The work to divert a service that has been built over will likely involve some excavation work and can be inconvenient; however, we will endeavour to liaise closely with our customers to organise and complete the work with as minimal disruption as possible. This work is chargeable, but for those customers who can prove that they purchased the property after the structure was built, we will carry out the diversionary work free of charge.

Customer Satisfaction

If you have a problem with your gas bill, please contact your gas supplier. Their telephone number can be found on your most recent gas bill.

If you are dissatisfied with any aspect of the service you have received from GTC, please contact us using the details on page 6 of this publication. A copy of our Customer Complaints Procedure can be supplied free of charge and is also found on our website at www.gtc-uk.co.uk

Standards of Service

Our service is managed with industry wide standards of performance. If these standards are not met, we will, subject to certain conditions, make a payment to you via your gas supplier. You can click on this link to see the standards of service (right click and click 'Open Hyperlink'):

[Guaranteed Standards - Notice of Rights \(Gas\)](#)

If you have any questions regarding this document, please do not hesitate to contact us on **01359 240363** and we can help to guide you through.

Your supplier is obligated to send you details of these standards each year, or you can contact us to request a written copy. We can also provide copies in large print, braille, and audio format. If required, we can also provide translated copies.

Further Information

- All reports and enquiries received in accordance with this document, whether made by telephone, in writing, or in person, will be processed in a prompt and efficient manner and in accordance with any relevant guaranteed and overall standards of service set by Ofgem.
- If any gas supplier chooses to provide its customers with an address and telephone number which differs from those given above for the reporting of such matters, that supplier will be responsible for ensuring that full details of all reports are passed promptly to us.
- During an emergency situation, GTC may provide an enquiry line number to be used by any person to find out about the likely extent or duration of an incident. Every effort

will be made to provide precise and up to date information. However, if such emergencies are widespread, this may not be possible and customers may be referred to other sources, including local radio, for periodic updates.

- Enquiry service staff are trained to provide non-technical advice for the avoidance of danger from the distribution system and from loss of supply. They have the necessary skills in communication and customer contact but may be assisted by other non-technical staff during widespread emergencies. If technical advice or assistance is required, the enquiry will be passed to an appropriate specialist.
- GTC will deal with all reports and enquiries strictly on their merits and will not discriminate in the provision of the service between any persons or classes of persons. The establishment, operation and maintenance of the enquiry service shall not restrict, distort or prevent competition in the supply of gas.
- The reporting arrangements set out above are made available to other utilities, local authorities and emergency services. Appropriate liaison arrangements with these and other representative bodies are in place and are regularly reviewed to ensure that effective communications are maintained.
- If we have to change the service established in accordance with this statement, we will take steps to inform each authorised gas operator that uses the services as soon as is practicable but, in any event, prior to the change becoming effective. The current version of the statement is available on our website www.gtc-uk.co.uk

Contact details

Address:

GTC Infrastructure Ltd
Synergy House
Woolpit Business Park
Woolpit
Bury St Edmunds
Suffolk
IP30 9UP

General Enquiries Line: 01359 240363, opening hours Monday – Friday 8.00AM to 5:00PM

Email: info@gtc-uk.co.uk

We can also provide copies in large print, braille, and audio format. If required, we can also provide translated copies. GG-REL-IG-0125 Rev 04

Emergency contact details

Telephone: 0800 111 999 (further details of what to do in an emergency can be found on page 2 of this document)