



Emergency Services and Enquiry Service Statement

BK-CSR-IG-0126

Revision 01

Effective from: February 2012

Introduction

The following statement relates to GTC Infrastructure Limited (GTC) and Utility Grid Installations Ltd. (UGI), 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.

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 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 3 of this publication.

Emergency Services and Enquiry Service

This statement is produced in accordance with Condition 6 of GTC's Gas Transporter Licences and has been approved by the Gas and Electricity Markets authority. 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.

The enquiry service is continuously staffed and can be contacted 24 hours a day, 365 days a year. The service is free at the point of use.

Reporting an Emergency

To report the smell of gas in a property, a loss of supply or a concern about the safety of our equipment, the National Gas Emergency Service Provider can be contacted free on:

Telephone: 0800 111 999

This number can also be found on customer's gas bills. Calls may be monitored to ensure that customers receive a prompt and efficient service.

The National Gas Emergency Service Provider operates 365 days a year, 24 hours a day. They will carry out works that make the gas supply safe in a prompt and efficient manner. However, this service does not cover repairs to appliances or installation pipe work that cannot be completed within 30 minutes. They will also pass details of any emergency on our network to us promptly.

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

Further Information

- All reports and enquiries received in accordance with this statement, 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 from time to time by Ofgem.
- If any gas supplier chooses to provide its customers with an address and telephone number which differ 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 reviewed from time to time 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
- A copy of this statement in another language, a different format (paper or electronic), large print, Braille or on audiotape is available on request.

Our Contact Details

Address:

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

Our Office Hours:

Monday – Friday 8.00am to 5.00pm

General Enquiries Line: 01359 240363

Fax: 01359 243377

Email: info@gtc-uk.co.uk