



## Safety and Security of Supplies Service (Electricity)

BK-CSR-IG-0131

Revision 03

Effective from: September 2016

## About this Statement

The following statement relates to our licenced Independent Distribution Network Operators; the Electricity Network Company and Independent Power Networks, the assets of which are managed by the Gas Transportation Company Limited, hereafter referred to as GTC.

This statement describes the enquiry service that has been made available to any person for the purpose of reporting:

- A power cut, a dangerous situation, or hazard to GTC's distribution system.
- A matter that affects or is likely to affect the maintenance of the security availability and quality of service provided from GTC's distribution system; or
- A matter that arises from or is in connection with the operation of, or otherwise relates to GTC distribution system which causes danger, requires urgent attention, or is likely to cause danger or require urgent attention.

To report any incidents described above please contact us on our free **emergency phone number:**

**105**

If you are calling from a device that uses **Three Network** please call us on the following **emergency phone number** (charges may apply):

**0800 0326990**

The emergency number is contactable 24 hours a day, 365 days a year. All reports received in accordance with this statement, will be processed in a prompt and efficient manner in accordance with any relevant standards of service set by the authority.

GTC enquiry staff are trained to provide non-technical advice for the avoidance of danger from the distribution system and from loss of supply. 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. In the case of more widespread emergencies automatic answering facilities may be used to keep customers up to date with developments.

In addition to receiving reports concerning the electricity distribution system, the service may be used to enquire about the likely extent or duration of supply emergencies. Every effort will be made to provide accurate and up-to-date information. However, if such emergencies are widespread or affect telephone communications, including local radio, for periodic updates.

## General Enquiries

If you have a general enquiry relating to the operation of our distribution system you can contact us:

**By phone:** 01359 240363

**By Fax:** 01359 243377

**By Email:** [Info@gtc-uk.co.uk](mailto:Info@gtc-uk.co.uk)

**By post to:**

GTC

Energy House

Woolpit Business Park

Woolpit

Bury St Edmunds

Suffolk

IP30 9UP

**Our Office Hours:**

**Monday – Friday 8.00am – 5.00pm**

Reports made by post or in person should be restricted to events of a non-urgent nature.

### **Change of Contact Details**

If we have to change the address or telephone number of the service we will take steps to inform each electricity supplier using the service prior to such a change becoming effective.

The 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 an electricity supplier chooses to provide its customers with an address and telephone number which is different from the one given in the statement for the reporting of such matters, that supplier will be responsible for ensuring that full details of all reports are passed promptly to us.

A copy of this statement is available free of charge to any person requesting it.

### **Checks you make if you lose your supply**

If we visit your property and find the problem is with your own circuits or with a lack of credit on your credit meter we may charge you for the visit. To avoid being charged for this we recommend that you carry out the following checks before contacting us.

- Check your trip switch to see if it is in the 'off' position. If it is try to reset it to 'on'. If the switch trips again then there may be a problem with your installation or with one of your appliances.
- If you have a prepayment meter check that it is in credit.
- Check to see if your neighbours have lost supply or, in hours of darkness if there are streetlights, that these have gone out:

- If your neighbours have lost supply or if the street lights have gone out please call us on the emergency number. Do not assume that we know or that someone else has already contacted us.
- If your neighbours are still on supply or if the street lights are on, there may be a problem on our network that only affects your house.

### **Further Information about This Statement**

This statement is prepared and published in accordance with condition 6 of the electricity distribution licence, granted to Electricity Network Company and Independent Power Networks in accordance with the provisions of The Electricity Act 1989.

The statement is in a form that is approved by the Gas and Electricity Markets Authority (GEMA). GTC shall submit a notice to GEMA where it proposes to make any amendments to this statement. Proposed amendments will only take effect one month from the submission of such a notice unless the Authority directs otherwise.