



Priority Services Register

Supporting our customers



Welcome to the **GTC Priority Services Register**

Who are GTC?

GTC own the electricity network and cables that connect and supply your property with electricity. We own, operate and maintain networks across the UK and we are regulated by Ofgem. Your power is our priority, and we are here to offer support 24 hours a day, seven days a week.

The purpose of this guide

We are sending you this support guide because you have either asked us directly to add you to our Priority Services Register, or your energy supplier has passed us your details. This guide will provide you with useful information on how to prepare for a power cut, what to do during a power cut, and the support services that we offer.



What are the **benefits** of being on the Priority Services Register?

Power cuts are inconvenient for everyone but we recognise that some of our customers may require additional support during an outage and are eligible to be on our Priority Services Register.

This includes those who have children under the age of five, are medically dependant, have a chronic or serious illness, have mental health issues, have poor mobility, have a sensory impairment, or are of a pensionable age.

Benefits of being on our Priority Services Register:

- Priority treatment during planned or unplanned power cuts
- Emergency power supplies (where available)
- Safety advice tailored to your needs
- Peace of mind
- Provision for personal password on arrival

How to prepare for a power cut

GTC's electricity networks are underground and incredibly resilient to severe weather conditions. However, power cuts do happen on occasion. They may happen because of **planned maintenance works**, and we will always give you 2 days advance notice to help you plan. There are also **unplanned and unforeseen outages**, which happen without warning and are difficult to predict. The below provides you with some useful advice on how to prepare in either of these scenarios:



Electrical Equipment for Healthcare

If you depend on electrical equipment for healthcare provisions, check with your healthcare providers and equipment manufacturers to make sure you have measures in place



Computers & Electronic Devices

To avoid losing any important documents, back up your files and save your work regularly, especially before a planned power cut or during severe weather



Blankets & Warm Clothes

To help stay warm, have blankets and warm clothes to hand, especially during winter months or at night



Radios

A battery powered or wind-up radio tuned to a local radio station is very handy to have nearby for information and updates



Fish and Reptiles

Tropical fish should not be affected in a power cut of 2-3 hours. If the power cut is longer, store warm water beforehand so you can maintain the tank temperature



Flasks and Hot Water Bottles

Make up hot water bottles and flasks to help you keep warm



Torches

Torches are much safer than candles so keep a torch and some spare batteries handy



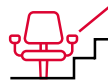
Food and Drinks

You won't be able to cook or boil a kettle, so make sure you have plenty of food and drink in your cupboards



Mobile Phones

Fully charge your mobile phone and keep it close to hand. Check that your important and emergency contacts are stored on your phone



Stair lifts

If your stair lift is powered by the mains, there should be a handle to allow you to continue safely to the ground floor



Alarm System

Most alarm systems have battery back-ups, but some may be affected. Check before a planned power cut or speak to the manufacturer or installer if you are not sure

How to check if you have no power

If you think you have a power cut, please check the following before you contact us. Our contact details can be found on the last page.

1

Are your **neighbours'** lights on, or are the streetlights on?

2

Check your trip switch is in the **"on"** position

3

If your trip switch is in the **"off"** position, switch off all your appliances and try to **reset** your trip switch

4

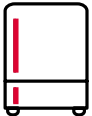
If your electricity meter has **lights on**, contact your supplier. This shows you have mains power, so there may be an issue with the meter

What to do if you lose power



Heating

Heat one room in your home well and stay in it, to help keep warm. Avoid using gas heaters and be mindful of safety. Once the power is back on, you will need to check or reset your heating if it uses an electrical timer



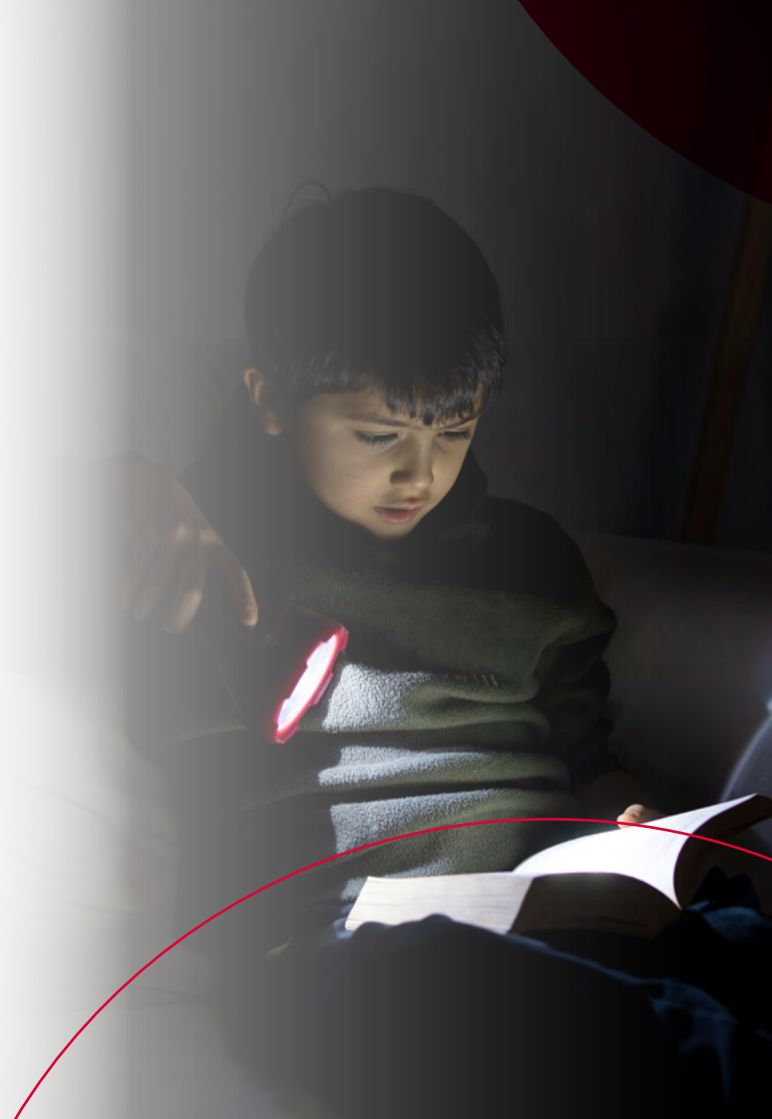
Kitchen Appliances

Kitchen appliances will not be damaged during a power cut. If you know when the power is going off, try to fill in any spaces in your freezer and keep the door closed



Lights

Leave a light on so you can tell when the power is back on



**POWER CUT?
CALL 105**



How to contact us

Are you experiencing a power cut?

Call our direct emergency line on **0800 032 6990** or call the national number **105**.

Alternatively, visit our website to view outage information and advice on what to do in a power cut:

www.gtc-uk.co.uk/help-and-advice

For general enquiries contact:

info@gtc-uk.co.uk
or call **01359 302255**
Mon-Fri 8:00- 17:00

View our privacy policy at
www.gtc-uk.co.uk/privacy-policy