



Your Network Electricity Provider

Priority Services Register

Supporting our customers

A man with glasses and a beard, wearing a black shirt, is looking down at a document held by a young girl with long dark hair, wearing a yellow shirt. They are both smiling and appear to be in a home setting with a bookshelf in the background.

**POWER CUT?
CALL 105**



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.



To stay updated, please scan the QR code to provide your up-to-date contact information.

Why have you received this guide

You have received this support guide because you have recently been added to our Priority Services Register either via your Energy Supplier or through GTC directly.

This guide provides you with useful information about being on the Priority Services Register, how to prepare for a power cut, and what to do during a power cut.

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. Where these are due to planned maintenance works, GTC will try to give you as much advance notice as possible (minimum of 2 days) to help you plan. However, sometimes unplanned and unforeseen outages do happen without warning. 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 and reptiles should not be affected in a power cut of 2-3 hours. If the power cut is longer, think about alternative back-up power solutions that you could use



Flasks and Hot Water Bottles

During severe weather or planned interruptions, 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

Stock your cupboards with food and drink that doesn't require cooking



Mobile Phones

Fully charge your mobile phone and keep it close to hand. Battery charging packs are also handy. This will enable you to stay updated or contact us in emergency situations



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

If you have any questions, or want any further advice, please contact us on 01359 302255.

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

**POWER CUT?
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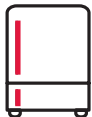


What to do if you lose power



Heating

Try to stay in one room, keeping windows and doors closed to trap residual heat. 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 should 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 switch in the 'On' position so you can tell when the power is back on



Fish and Reptiles

If you have tropical fish or reptiles wrap their enclosure with insulation to trap the heat

Useful Information

- Make sure you have signed up to our outage alerts and keep your phone handy at all time
- GTC will always contact your nominated person, however make sure you let someone else know you are without power
- In some instances community centers or vans will be made available for our customers, GTC will contact you if these are available and where they are located

Scan me
for advice on what
to do in a power cut



**POWER CUT?
CALL 105**



How to contact us

Are you experiencing a power cut?

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