



Statement of Services

Supporting our customers



Welcome to the GTC Statement of Services

Who are GTC?

GTC own and operate the electricity network and cables that connect and supply your property. 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.

GTC do not issue bills to you as we are not an electricity supplier. The companies that sell electricity to consumers and send out bills are called electricity suppliers. If you have an enquiry about your bill, or your meter, please contact your electricity supplier. Contact details can be found on your latest electricity bill.

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Contacting GTC

Got no power or need to report an emergency?

Call the national number **105**.

Register with GTC for text alerts – when you contact us, we can register you to receive text alerts during incidents that impact your network.

Use our [power outage map](#) to search for live incidents in your postcode area.

Not happy about the service you have received?

If you have any comments about our service, please contact us:

By phone: **01359 302255** between 8:00 - 17:00 (Monday to Friday)

By post: **GTC, Synergy House,
Woolpit Business Park,
Bury St Edmunds, Suffolk,
IP30 9UP**

By email: **info@gtc-uk.co.uk**



Accessibility

If you require the information contained within this document in another format, such as large print, Braille, audio, or a translated copy, you can request it by calling us on **01359 302255** or emailing **info@gtc-uk.co.uk**



To receive important updates about your energy supply, scan the QR code to provide your contact details.



Contacting GTC continued...

How do I know who my electricity supplier is?

To find out who your electricity supplier is, please contact us directly on **01359 302255**.

Please contact your electricity supplier for queries about your:

- Electricity bill
- Electricity meter

I have a general enquiry

Email: info@gtc-uk.co.uk

Phone: **01359 240363**

I have an enquiry about a new connection, electricity cable, electric vehicle charging point or solar panels

Email: embedded.generation@gtc-uk.co.uk



Planning for no power supply

Planned interruptions to your supply

Planned interruptions to your supply may happen because of planned maintenance works. Where possible we **will give you at least two days' notice** to help you plan.

If you need further information about a planned interruption, please contact us on **01359 302255**.

Unplanned interruptions

GTC's electricity networks are underground and incredibly resilient to severe weather conditions. However, at times, power cuts do happen, and we will do all we can to restore your power supply as quickly and as safely as possible.

If we are unable to restore your supply within an agreed timeframe outlined by our regulator, Ofgem, you will receive a payment from us under the Electricity Guaranteed Standards of Performance regulations – [click here](#) for more information.

What to do if you have a power cut

Check to see if your neighbours have lost their supply. If they do not have power, either call our 24-hour emergency line: **0800 032 6990** or call the national number **105** (free to call from a mobile).

If your neighbours do have power

- Check if the **streetlights are on**
- Check your trip switch is in the “**on**” position
- If your trip switch is in the “**off**” position, switch off all your appliances and try to reset your trip switch
- 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
- If you have a prepayment meter, check you still have **credit**

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 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
- Avoid opening your fridge or freezer door unless necessary
- For full details regarding how long your fridge or freezer will stay cold for during a power cut, refer to the manufacturer's guidelines

Lights

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

Being prepared for a power cut



Have **blankets** and **warm clothes** to hand



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



Back up your files and save work regularly on your **computers** and **electronic devices**



Keep a **torch** and **spare batteries** handy



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



Check if your **alarm system** has a battery back-up



Ensure your **mobile phone** is fully charged and you have your emergency contacts to hand



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



A battery powered **radio** tuned to a local station for updates is handy



For further information watch our [helpful animation](#)

People with medical dependencies may find the additional information helpful:



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



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

NHS Direct Helpline

If you need medical advice, call the NHS Direct Helpline on 111 or visit the [NHS Direct website](#)

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. If you need extra care and support during a power outage, we recommend you add your details to our Priority Services Register. This does not guarantee your power will be back on more quickly, but it does mean we can offer you additional help and support.

You can sign up to the Priority Services Register if you are, or have:

- Medically dependant
- Dependent on electrical equipment for medical reasons
- A chronic or serious illness
- Mental health issues
- Poor mobility
- Sensory impairment
- Of pensionable age
- Young families

By joining the register, we will:

Send you a useful guide with helpful tips and guidance for how to prepare for outages.

Send you regular text or phone updates during an outage to keep you informed and to advise when the power will be back on.

Further information about our Priority Services Register can be found by downloading our [useful guide](#)



How to register:

We will need your name, address and telephone number(s) and the reason for you being vulnerable or medically dependent on electricity. **To register:**



- Scan the QR code to complete our online form
- Visit www.gtc-uk.co.uk
- Call us on **01359 302255**
- Write to us at – **GTC, Synergy House, Woolpit Business Park, Bury St Edmunds, Suffolk, IP30 9UP**
- Contact your [energy supplier](#) who will pass your details on to us.



If we need to **visit you**

From time to time we may need to visit your home to inspect or maintain our equipment. The majority of the time we will give you advance warning, but this may not always be possible.

Our visits will be conducted by a GTC employee or a contractor working on our behalf. Appropriate checks are carried out on company employees before they enter your property.

When making a visit to your property:

- All our employees and contractors will have an identity card showing their company name, their own name, a colour photograph of themselves and a contact number should you have any queries
- Where possible all GTC employees and our contractors will be in branded clothing
- All vehicles used to visit your property will carry the GTC logo or our contractor's logo
- Our employees and our contractors will explain the purpose of their visit
- We will ensure that all employees and contractors can tell you the emergency and enquiry telephone numbers on request

For your safety

We have robust processes in place to ensure that all ID cards are returned when an employee leaves the company.

We always advise you to check a visitor's identity card before letting them in and if you have any doubt the caller is genuine, do not let them into your property.

You can call us on **01359 302255** to check that the caller is genuine.

We will make sure that our employees and contractors know the contents of this statement and will always comply with it. They will be appropriately qualified and fully trained for the purpose of their visit. They will be polite, courteous, and helpful in their dealings with you, giving clear and accurate explanations as well as respecting your property.

If we need to visit you on behalf of your electricity supplier to install, change or maintain your meter, we will abide by the Suppliers Code of Practice that includes similar safeguards.

Password provision

If you would like to feel more secure when we visit your property, we can arrange a password with you when we make an appointment and will ensure our employees and contractors use this password when they visit.

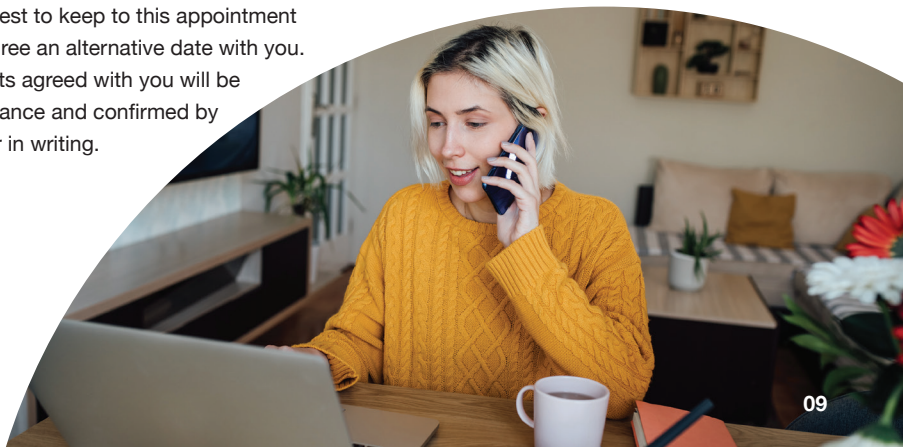
If your electricity supplier has arranged an appointment, please ask them to arrange a password with you for us to use.

Maintaining appointments

When we agree an appointment with you, we will do our best to keep to this appointment or we will agree an alternative date with you. Appointments agreed with you will be made in advance and confirmed by telephone or in writing.

If we do not keep the appointment, we will make a payment to you under the Electricity Guaranteed Standards of Performance regulations – [click here](#) for further information.

During an emergency or power cut situation, appointments are not available.



Your Customer Engagement Team

Our promise to you

- We can assure you that all enquiries will be dealt with professionally, confidentially and honestly
- We will provide knowledgeable and accurate advice regarding your enquiries
- We will treat your enquiries fairly and continually seek successful outcomes
- We will aim to deal with your enquiry immediately
- Where we are unable to resolve your enquiry immediately, we will advise you, investigate the matter further and contact you by phone or in writing within 10 working days
- Where a technical investigation is required, we may need to visit your home. Some queries take time to research and we will keep you updated on the progress throughout

If you have a problem with your electricity bill or your meter, please contact your [electricity supplier](#). Their telephone number is on your most recent electricity bill.



If you need to make a complaint, please contact our Customer Engagement Team on **01359 302640** or email us at customerservices@gtc-uk.co.uk. Alternatively, you can write to us at the address below:

**GTC Customer Engagement Team
Synergy House
Woolpit Business Park
Bury St Edmunds
Suffolk
IP30 9UP**

If you are in anyway dissatisfied by our response you can ask for a senior manager to review it.

If you have gone through our complaints procedure and are still dissatisfied, you are able to refer the matter to the **Energy Ombudsman** (details can be found on the last page).

A copy of our Customer Complaints Procedure can be supplied free of charge and can be found on our website at www.gtc-uk.co.uk





**POWER CUT?
CALL 105**



Your rights as a customer

Citizens Advice Consumer Service

The Citizens Advice Consumer Service can provide you with free, confidential, impartial advice about your rights on a wide range of subjects.

The Energy Ombudsman

The Energy Ombudsman is approved by the electricity regulator, Ofgem, to independently deal with disputes between consumers and network operators and suppliers. If you are unhappy with our decision, the Energy Ombudsman will investigate your case once we have sent you a 'deadlock letter' confirming we have done all we can to resolve the issue along with our final decision. The Ombudsman will come to a decision, which once made is final.

The Ombudsman's contact details are:

Telephone:
0330 440 1624

Textphone:
0330 440 1600

Website:
www.ombudsman-services.org

Address:
**Ombudsman Services: Energy
PO Box 966
Warrington
WA4 9DF**