



Code of Practice (Electricity)

Provision of Services for vulnerable domestic customers (including the deaf and blind) and arrangements for accessing domestic customers' premises

GE-REL-IG-0124

Revision 5

Effective from: November 2022

Introduction

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 GTC Infrastructure Limited, hereafter referred to as GTC.

This publication explains how you can get in touch with us, what to do in case of an electrical emergency, what the special services we provide for Priority Service Customers, how to recognise our staff should they visit your home and how we ensure that those staff are trained and authorised. It is written in line with conditions 17, 18, 19, 21 and 22 of our Distribution Network Operators Licence and approved by Ofgem.

GTC on behalf of the Electricity Network Company and Independent Power Networks is responsible for the safe delivery of electricity through its networks to properties across Great Britain.

Any queries regarding the activities of GTC should be addressed to our company at the address below.

GTC do not issue bills directly to you as we are not an electricity supplier; we ensure that it is delivered to your premises. 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.

We can also provide copies in large print, Braille, and audio format. If required, we can also provide translated copies.

EMERGENCIES

To report a loss of supply or a concern about the safety of our equipment, call us free on:

Telephone: 105

This number can be used to report emergencies 365 days a year, 24 hours a day. For more information on the emergency reporting procedure, please see our Emergency Services and Enquiry Service Statement.

Our Office Hours:

Monday – Friday 8.00am to 5.00pm

Address:

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

General Enquiries Line: 01359 240363

Email: info@gtc-uk.co.uk

Emergency Fault Line 0800 032 6990

PRIORITY SERVICES REGISTER

If you are a domestic customer who has special requirements, it is important that we are aware of what these may be. This does **not** guarantee your power will be back on more quickly, but it does mean we can offer you additional help and support. Both your supplier and GTC, as your network operator are obligated to keep a register of customers who 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
- children under 5 years of age

These details will either be passed to GTC via your supplier or provided to us directly from customers so that we can bear in mind any special requirements you may have during an outage, or should we need to visit your home.

You can register your details by:

- Contacting your supplier, who can also register you for their other services related to their Priority Services Register. Their number is on your latest bill. Your supplier will then pass your details on to us.
- Writing to or calling GTC using the telephone number or address on page 2. Please tell us your name, address, telephone number, details of any medical equipment you use in your home and how regularly you use it. We will pass your details onto your supplier if you wish.

Once we place you on our Priority Services Register you may choose a password so that if we need to visit your home, you can be confident that the person entering your home is a GTC employee or contractor acting on our behalf.

We will let you know, with two days' notice of a planned interruption to your electricity supply where possible, and we will try to keep you informed in the event of a power failure. You can also give us the name of a friend or relative to act on your behalf in the event of a supply interruption or planned interruption.

You can also call us to request a copy of this Code of Practice in another language, a different format (paper or electronic), large print, Braille or on audiotape.

Planned Interruptions to your Supply

Sometimes we may have to interrupt the electricity supply to carry out maintenance on our networks. We will write and tell you about a planned interruption to the electricity supply with at least two days' notice where possible.

If you need any further information or advice about a specific planned interruption, please contact us using the telephone number on the top of the notification letter advising you of the interruption.

Please note it is not possible to guarantee a constant supply of electricity and it is essential therefore that you have alternative arrangements in place should you be dependent upon a supply of electricity for the operation of medical equipment.

Unplanned Loss of Supply

If the electricity supply to your home is interrupted, we recommend that you follow these instructions as appropriate:

- Check to see if your neighbours have lost their supply. If not, the problem could be with your own fuses.
- If you have a trip switch, check to see if it has operated. If it has, switch off all your appliances and try to reset the trip. The supply may then come back on.
- If the trip has not operated, and you can find no other reason, there may be a problem with the electricity supply in your area.
- To report a loss of supply, or if you depend on electrical equipment for medical needs and you are experiencing difficulties, please call the National Emergency Number **105**, or contact us using the other contact details on page 2.
- We will try to restore electricity supplies as quickly as possible. However, if you rely on electricity equipment for medical needs, it is essential to have made alternative arrangements such as a back-up battery supply to help you in an emergency. Your doctor or hospital should be able to advise.
- If you have a battery-operated radio, listen to the local radio station as we will keep them informed of electricity supply problems especially during times of severe weather. We will also keep your supplier informed.
- It is useful to keep a torch handy for such situations.
- Turn off your electrical appliances and lights but leave one light switched on so that you know when the power has been reconnected.
- Be careful when using other forms of heating and lighting, such as paraffin heaters and candles.

Visiting Your Home

From time to time we may need to visit your home to inspect or maintain our equipment. Visits will either be made by one of our employees or a contractor working on our behalf, and we will do our best to adhere to any appointments that we make with you. We have arrangements in place so that customers can be sure that all visits are made by appropriate persons:

- All GTC employees and contractors will have an identity card showing their company name, their own name, a colour photograph of the individual and a contact number in the event that you have any concerns. Always check a visitor's identity card before letting them into your home.
- Where possible, all GTC employees and contractors will wear clothing indicating they are from GTC, or our contractors clothing.
- Where possible, all vehicles used for visits to customers' premises will carry the GTC or contractors' logo.
- GTC or their contractors will be able to give you explanations and information on matters relevant to the purposes of their visit.
- GTC have robust processes in place to ensure that all ID cards are returned when an employee leaves the company.

If you have any doubts about whether a visitor is genuine, do not let them into your home.

GTC will ensure that its employees and contractors are aware of the contents of this code and will comply with it at all times. They will be appropriately qualified and fully trained for the purpose of the visit and will be polite, courteous, and helpful at all times in their dealings with you, giving clear and accurate explanations as well as respecting your premises. If GTC needs 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.

If you would like to feel more secure, we can arrange a password with you when we make an appointment. If your electricity supplier has arranged an appointment, please ask them to arrange a password with you for us to use.

Customer Satisfaction

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 are dissatisfied with any aspect of the service you have received from GTC, please contact us and let GTC's Customer Engagement Team know by phone 01359 302640 or by email customerservices@gtc-uk.co.uk. Alternatively, you can write to the Customer Engagement Team using the details on page 2. C. A copy of our Customer Complaints procedure can be supplied free of charge and also found on our website at www.gtc-uk.co.uk.

Electricity Guaranteed Standards of Service

Our service is managed with industry wide standards of performance. If these standards are not met, we will, subject to certain conditions, make a payment to you. Your supplier is obligated to send you details of these standards each year, or you can contact us to request a copy.

At times faults occur on our networks resulting in power cuts. GTC 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. These payments are outlined in our Guaranteed Standards - Notice of Rights.