



# Gas Statement of Services

Supporting our customers

# Welcome to the GTC Gas Statement of Services

## Who are GTC?

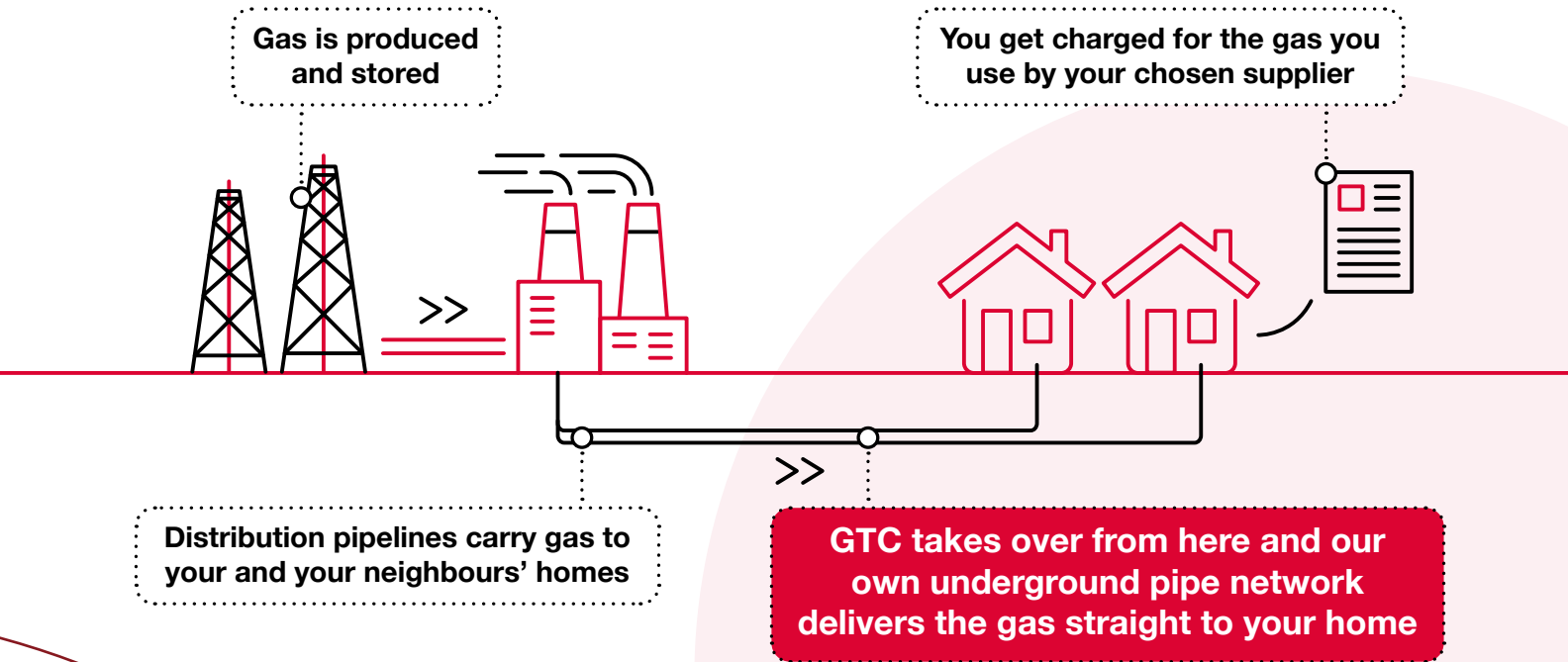
GTC are responsible for keeping your gas on as we own and operate the gas networks that connect and distribute energy to your home. We are regulated by Ofgem who ensure customers are treated fairly.

GTC does not sell gas directly to consumers but ensures that it is delivered to the end user in a safe and efficient manner. The companies that sell gas to consumers and send out bills are called gas suppliers. If you have an enquiry about your bill or your meter, please contact your supplier. Contact details can be found on your latest gas bill.

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## GTC Gas Network



## Contacting GTC

### Smell Gas?

Call the national number **0800 111 999**.

Use our [Live Incidents Map](#) to search for gas 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**



**Smell  
gas?**

**Call:  
0800 111 999**



## Contacting GTC continued...

### How do I know who my gas supplier is?

To find out who your gas supplier is, please contact us directly on **01359 302255** or use the below website: [Find My Supplier](#)

Please contact your gas supplier for queries about your:

- Gas bill
- Gas meter

### I have a general enquiry.

Email: [info@gtc-uk.co.uk](mailto:info@gtc-uk.co.uk)  
Phone: **01359 240363**

### I have an enquiry about a new gas connection, an alteration to an existing connection, or a disconnection.

Visit our website for more information and to get in touch: [GTC Website - Connections](#)



## Gas Emergency

### Smell gas or believe a gas pipe has been damaged?

Please call the freephone National Gas Emergency Number: **0800 111 999**

### Your safety is our utmost priority so please follow the advice below:

- Turn off the gas supply at the meter using the emergency control valve
- Open doors and windows to ventilate the property
- Put out naked flames and don't smoke
- Don't turn off or on any power or light switches
- Don't use any door entry phones or other electrical entry/security devices
- Don't enter the cellar if the smell of gas is in there, instead please wait outside with a neighbour

Once reported, our emergency service provider will be with you in 1 to 2 hours. Please remain available until they arrive.



To find out more, please visit our help and advice page on our website by [clicking here](#) or scanning the QR code.

## Make the right call the first time.

Reach the right service faster to get your gas problem solved.

### Gas appliance problems?

Call the Gas Safe Register on **0800 408 5500** for general enquiries or to find a Gas Safe Registered Engineer

### Gas meter problem?

Call your gas supplier - this number can be found at the top of your bill.

### Smell gas?

Call the emergency number **0800 111 999\***

\*Only call this number if you have a gas leak or suspect carbon monoxide.

## Being prepared for a gas incident



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



Get your gas appliances checked annually by a **Gas Safe** registered engineer



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



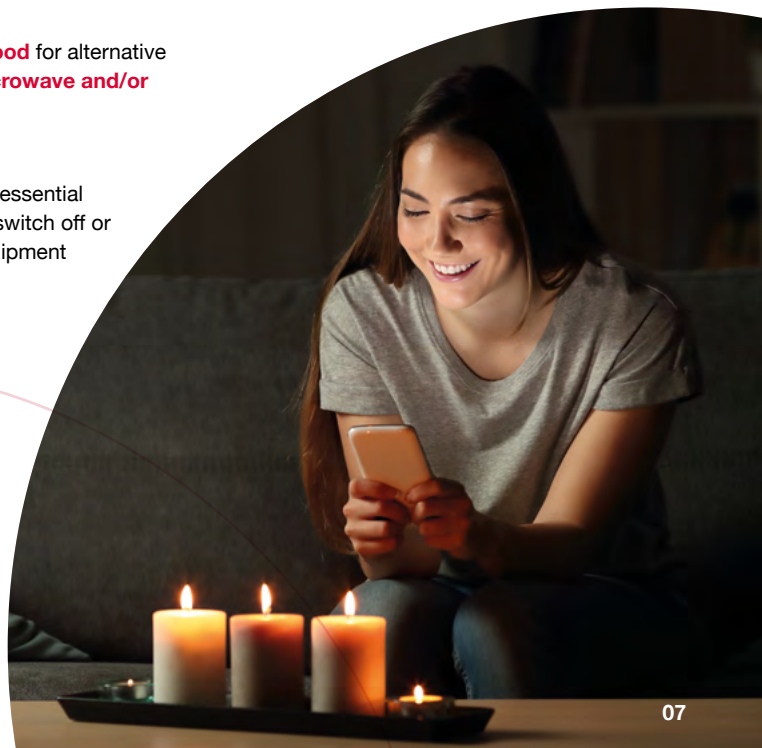
Back-up supply of **food** for alternative cooking such as **microwave and/or air fryer foods**



Back-up supply of **alternative cooking facilities** that do not rely on mains gas supply - e.g. camping stove



Limit the use of non-essential electrical items and switch off or unplug electrical equipment **you do not need**





# What to do in a gas incident

## What is a gas incident?

A gas incident is an unplanned loss of gas supply or pressure problems affecting multiple properties across a gas network. The national gas emergency service, along with the gas network owner and operator, will attend to investigate and resolve any gas issues in a safe and timely manner.

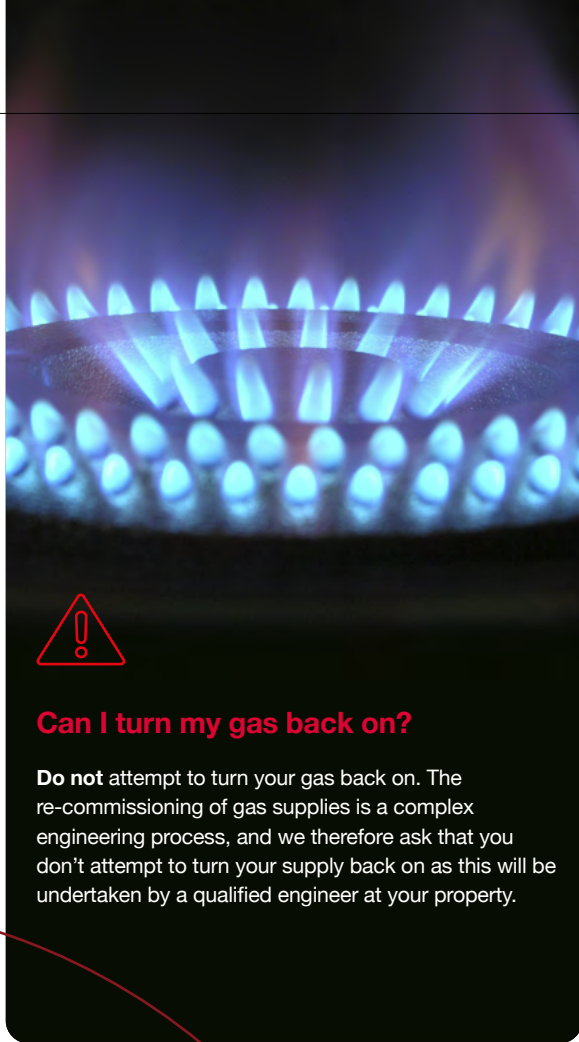
Whilst every effort will be taken to restore your gas supply as quickly as possible, please understand that the recommissioning of multiple gas supplies needs to be undertaken in an orderly way in accordance with strict gas safety legislation. The safety of the public and our employees is a top priority.

## Who to contact during a gas incident?

Regular updates will be provided on the live incidents page of our website. Use the [Live Incidents Map](#) to search for incidents in your postcode area.

If you have any further queries or are asking for updates, please call 01359 240363. We are available 24/7. If you have any further queries or are asking for updates, please call 01359 240363. We are available 24/7.

Alternatively, please sign up via our [online form](#) to keep up-to-date with the latest news, updates, and outage information.



## Can I turn my gas back on?

**Do not** attempt to turn your gas back on. The re-commissioning of gas supplies is a complex engineering process, and we therefore ask that you don't attempt to turn your supply back on as this will be undertaken by a qualified engineer at your property.



## What help can GTC provide in a gas incident?

If you need additional support or you are a priority services customer but haven't already registered with your current supplier, please call us on 01359 302255. More information can be found on our [Priority Registered Customer page](#).



Further information about our **Priority Service Register** can be found by scanning the QR code here.

Depending on the circumstances of the gas incident, we may be able to provide alternative heating and/or cooking facilities. This will be dependent on a number of factors, including, but not limited to, the time of year and scale of incident, and would be offered to priority service customers first.

The use of alternative heating and/or cooking facilities during a gas incident may create a higher demand on the local electricity network. The electricity network is designed to deliver the electricity power customers normally use, so there may be a higher than normal demand for power as a consequence of additional temporary appliances in use. If the network is significantly overloaded then there is a risk it may lead to a localised interruption to the electricity supply.

**To reduce the risk of this happening we require customers to take the following action:**

- Minimise the use of appliances and switch off or unplug any electrical equipment that you do not need and only heat essential rooms.
- Stagger the use of high-demand electrical appliances such as cookers, washing machines, dishwashers, heaters, kettles, immersion heaters and EV chargers.





## Planned gas interruptions

Should essential maintenance be required on GTC gas networks which will impact on your gas supply, GTC will correspond with you to advise of these works and provide details of the planned commencement date.

Regular updates will be provided on the website. If you have received a letter and would like further information, please contact us on **ops.mailbox@gtc-uk.co.uk / 01359 240363**.

If your gas supply is currently off due to a planned interruption, please do not attempt to turn your gas supply back on. The re-commissioning of gas supplies is a complex process, and we therefore respectfully ask you not to attempt to turn your supply back on as this will be undertaken by an engineer at your property once GTC has completed all essential external maintenance work.

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

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

# Priority Services Register

Gas incidents 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 gas outage, we recommend you add your details to our Priority Services Register. This does not guarantee your gas supply 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 gas. **To register:**

- Visit [www.gtc-uk.co.uk](http://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.



Scan the QR code to sign up to the Priority Services Register



## 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 gas 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 gas 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 Gas Guaranteed Standards of Performance regulations – [click here](#) for further information. Please note we do not pay GSOS for cancelled meter work appointments.

**During an emergency or gas outage 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 gas bill or your meter, please contact your gas supplier. Their telephone number is on your most recent gas bill.



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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 found on our website by following the below link:

**[Complaint Handling & Dispute Resolution Code of Practice](#)**







**Smell  
gas?**

**Call the emergency  
number 0800 111 999\***

\*Only call this number if you have a gas leak or suspect carbon monoxide.

## **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 gas 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.energyombudsman.org](http://www.energyombudsman.org)**

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