



Your Network Electricity Provider

# Priority Services Register

Supporting our customers

**POWER CUT?  
CALL 105**



# Welcome to the **GTC Priority Services Register**

## **Who are GTC and what do we do?**

GTC are responsible for keeping your lights on as we own and operate the electricity network and cables that connect and distribute energy to your home. We are regulated by Ofgem who ensure customers are treated fairly. We are committed to providing you with a reliable source of electricity 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 and what to do during a power cut.

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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.

Being on the Priority Services Register does not guarantee your power will be back on more quickly, but it does mean we can offer you additional help and support.

**You are eligible to be on the Priority Services Register if you or someone in your household:**

- Is medically dependent
- Has a chronic or serious illness
- Experiences mental health issues
- Has poor mobility
- Has a sensory impairment
- Is of pensionable age
- Has children under the age of five



**Benefits of being on our Priority Services Register:**

- Tailored assistance and safety advice from our call advisors
- Resilience advice on how to prepare for power cuts
- Specialised support through charity organisations where available
- Advance notifications and updates for planned power cuts
- Emergency power supplies (where available)
- Provision for a personal password on arrival
- The choice of having a nominated person for GTC to contact

## Prepare for a power cut checklist

GTC's electricity networks are underground and are incredibly resilient to severe weather conditions. However power cuts may happen when we need to carry out planned maintenance works or unexpected outages can happen without warning. It is important to be prepared in both of these scenarios, please use our checklist below as a reminder of what to prepare.



### Electrical Equipment for Healthcare

Make sure you have measures in place for any electrical equipment - speak to your healthcare providers if you are unsure.



### Computers & Electronic Devices

Make sure files and important documents on computers and other electrical devices are regularly saved or backed up.



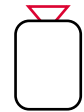
### Blankets & Warm Clothes

To stay warm, ensure you have blankets and warm clothes to hand.



### Radios

A battery powered or wind up radio is handy to have for information and updates.



### Flasks and Hot Water Bottles

Ahead of severe weather or planned interruptions, make up hot water bottles and flasks to help stay warm.



### 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, wrap their enclosure with insulation to trap the heat.



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



### Torches

Keep torches and spare batteries handy, these are much safer than candles (or use battery powered candles).



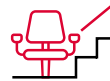
### Mobile Phones

Fully charge your mobile phone to enable you to stay updated or contact us in an emergency. Battery charging packs are also useful.



### Food and Drinks

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



### Stair lifts

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



### Alarm System

Most alarm systems have battery backups. Check with the manufacturer or installer if you are not sure.



### Trusted contact

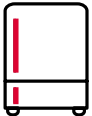
Remember to save GTC's number when we call you so you recognise our number as a trusted contact.

## 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.

### Useful Information

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

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



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## 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

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## 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**



**POWER CUT?  
CALL 105**



GTC Infrastructure Limited Registration Number:  
FC020169 (England & Wales) 29431 (Guernsey)

## 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](http://www.gtc-uk.co.uk/help-and-advice)**

For general enquiries please 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](http://www.gtc-uk.co.uk/privacy-policy)**