



Your Gas and Electricity Network Provider

# PRIORITY SERVICES REGISTER

Supporting you



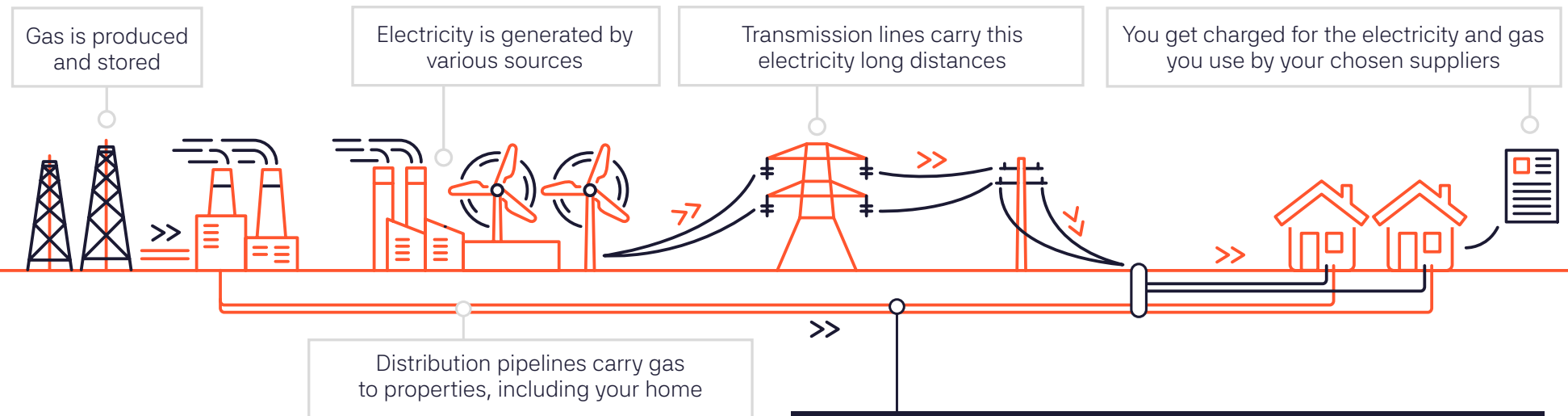
# WELCOME

## Who are GTC and what do we do?

GTC own, operate and maintain electricity and gas networks across the UK, connecting and delivering gas and electricity to homes and businesses. We are regulated by Ofgem who are the energy regulator for Great Britain. We are committed to providing you with a reliable source of gas and electricity, and are here to offer support 24 hours a day, seven days a week.

## Why have you received this guide?

You have received this support guide because you have recently been added to our Priority Services Register (sometimes abbreviated to 'PSR') either via your gas or electricity supplier, or through GTC directly. This guide provides you with useful information about being on the Priority Services Register, how to prepare for a gas/electricity incident, and what to do during a gas/electricity emergency.



## OUR SERVICES

To view our full statement of services, visit our website:  
[www.gtc-uk.co.uk/residents](http://www.gtc-uk.co.uk/residents)

GTC takes over from here and our underground cable and pipe network delivers gas and electricity straight to your home



# HELP & SUPPORT

Power cuts and gas supply interruptions 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 free Priority Services Register.

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

## ELIGIBILITY

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

## What should I expect from being on the Priority Service Register?

- Tailored assistance and safety advice from our call advisors
- Resilience advice on how to prepare for power cuts and gas incidents
- Specialised support through charity organisations where available
- Advance notifications and updates for planned power cuts
- Emergency power supplies (where available)
- Calls to customers with updates during planned and unplanned gas interruptions (provided we have a contact number)
- Provision for a personal password upon arrival
- The choice of having a nominated person for GTC to contact

# HOW TO PREPARE FOR A POWER CUT

GTC's electricity networks are underground and are incredibly resilient to severe weather; 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 for both scenarios. Please use our checklist (see right) as a reminder of how to prepare.

## CONTACT US

If you have any questions, or want any further advice, please contact us on 01359 302255, or visit our website for more information at [www.gtc-uk.co.uk/psr](http://www.gtc-uk.co.uk/psr)



# CHECKLIST



## Electrical Equipment for Healthcare

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



## Blankets and Warm Clothes

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



## Flasks and Hot Water Bottles

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



## Computers and Electronic Devices

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



## Radios

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



## Alarm System

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



## Mobile Phones

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



## Torches

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



## Food and Drinks

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



## 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 tank or enclosure with insulation to trap the heat.



## Stairlifts

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



## 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 ELECTRICITY



## 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.

**POWER CUT?  
CALL 105**



## 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 food vans will be made available to our customers. GTC will contact you if these are available.



Please scan the QR code for more helpful tips and advice. This code also provides a link to our live incidents page. If you have further questions or want additional advice, please call us on **01359 302255** or visit [www.gtc-uk.co.uk/psr](http://www.gtc-uk.co.uk/psr)



# NO ELECTRICITY?

## How to check if you have no power

### 01 Neighbours

Are your neighbours' lights on, or are the streetlights on?

### 02 Trip switch

Check your trip switch is in the "on" position.

### 03 Reset

If your trip switch is in the "off" position, switch off all your appliances and try to reset your trip switch.

### 04 Contact your supplier

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 power cut call 105.**

# 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 below advice:

- 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 any power or light switches off or on
- Don't use any door entry phones or other electrical entry/security devices
- Don't enter the home 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.



## MORE ADVICE?

To find out more, please scan the QR code or visit our help and advice page: [www.gtc-uk.co.uk/gas-emergencies-help-advice](http://www.gtc-uk.co.uk/gas-emergencies-help-advice)

# SMELL GAS?

Please call the freephone National Gas Emergency

**0800 111 999\***

GTC will always contact your nominated person, however please make sure you let someone else know you are without gas or suspect a gas emergency



# MAKE THE RIGHT CALL FIRST TIME

Reach the right service faster to get  
your gas problem solved

## Gas appliance problem?

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, their 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**

# WHAT TO DO DURING 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 fashion.

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 manner in accordance with strict gas safety legislation. The safety of the public and our employees is always our top priority.

## Who to contact during a gas incident

Regular updates will be provided on the live incidents page of our website. Visit [www.gtc-uk.co.uk/live-incidents](http://www.gtc-uk.co.uk/live-incidents) to search for incidents in your postcode area.

You can also scan the QR code on the previous 'Gas Emergency' page to access the live incidents map. Alternatively, call us on **01359 240363**. We are available **24/7**.



## USEFUL INFORMATION

In some instances, community centres or catering vans will be made available to our customers. GTC will contact you if these are available and where they are located.

# CHECKLIST

## Preparing for a gas incident checklist

GTC's gas networks are underground and are incredibly resilient to severe weather conditions. However gas incidents may happen when we need to carry out planned maintenance works or an unexpected loss of gas supply 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.



### Blankets and Warm Clothes

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



### Annual Maintenance

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



### Flasks and Hot Water Bottles

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



### Alternative Foods

Have a supply of food for alternative cooking such as microwave and/or air fryer foods.



### Alternative Cooking Appliances

Have a supply of alternative cooking appliances that do not rely on mains gas supply - e.g. microwave, air fryer, or hotplate.



### Electrical Safety

Limit the use of non-essential electrical items and switch off or unplug electrical equipment you are not using. This does not include your fridge or freezer.

## CAN I TURN MY GAS BACK ON?

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



# HOW TO CONTACT US

## CUSTOMER SERVICES

**Phone:** 01359 302255 Monday - Friday, 8am - 5pm

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

**Head Office Address:** GTC, Synergy House, Woolpit Business Park,  
Woolpit, Suffolk, IP30 9UP

## ACCESSIBILITY

If you require 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 via email at [info@gtc-uk.co.uk](mailto:info@gtc-uk.co.uk)