



STATEMENT OF SERVICES: ELECTRICITY

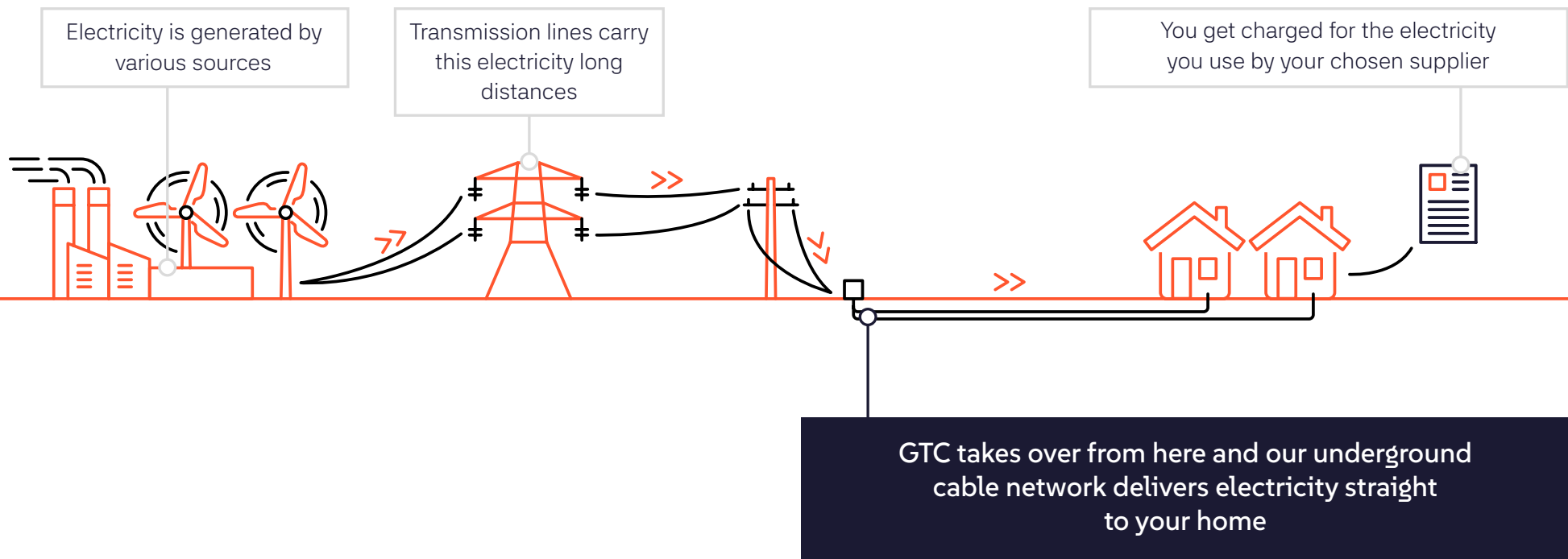
Supporting our customers

WELCOME

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. Operating under Ofgem regulated licences and standards, we are committed to providing you with a reliable source of electricity and offer support 24 hours a day, seven days a week.

GTC do not issue bills as we are not an electricity supplier. If you have an enquiry about your bill, or your meter, please contact your electricity supplier; their contact details can be found on your latest bill.





HELP & SUPPORT

Who is my electricity supplier?

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

CONTACTING GTC

I HAVE A GENERAL ENQUIRY

Email: info@gtc-uk.co.uk

Phone: 01359 240363

I HAVE A SPECIFIC ENQUIRY

If you have an enquiry about a new connection, electricity cable, electric vehicle charging point, or solar panels, please email us at embedded.generation@gtc-uk.co.uk

I HAVE A COMPLAINT

If you are not happy about the service you have received or if you have any comments about our service, please contact us:

By phone: 01359 302255 (Monday to Friday 8am - 5pm)

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

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

SUPPORTING OUR CUSTOMERS

Planned interruptions

Planned interruptions to your electricity may happen because of pre-scheduled maintenance works. Where possible, **we will give you at least two days' notice** to inform you that these works will be taking place.

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

Unplanned interruptions

GTC's electricity networks are underground and are incredibly resilient to severe weather conditions. However, 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 electricity 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.



STAY UPDATED

To register for text updates during a power cut, please scan the QR code or visit: www.gtc-uk.co.uk/live-incidents

POWER CUT

**POWER CUT?
CALL 105**



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** (which is free to call from a mobile).

WHAT TO DO IF YOU LOSE POWER

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

Heating

- ✔ Heat one room in your home 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

Lights

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

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
- ✔ Unless it is necessary, avoid opening your fridge or freezer door

HELPFUL ADVICE

Being prepared for a power cut



Blankets and Warm Clothes

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



Torches

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



Flasks and Hot Water Bottles

Ahead of severe weather or planned electricity 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.



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.



Alarm System

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



Food and Drinks

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



Electric Vehicles

Ensure your electric vehicle is fully charged in advance of any planned power outages.



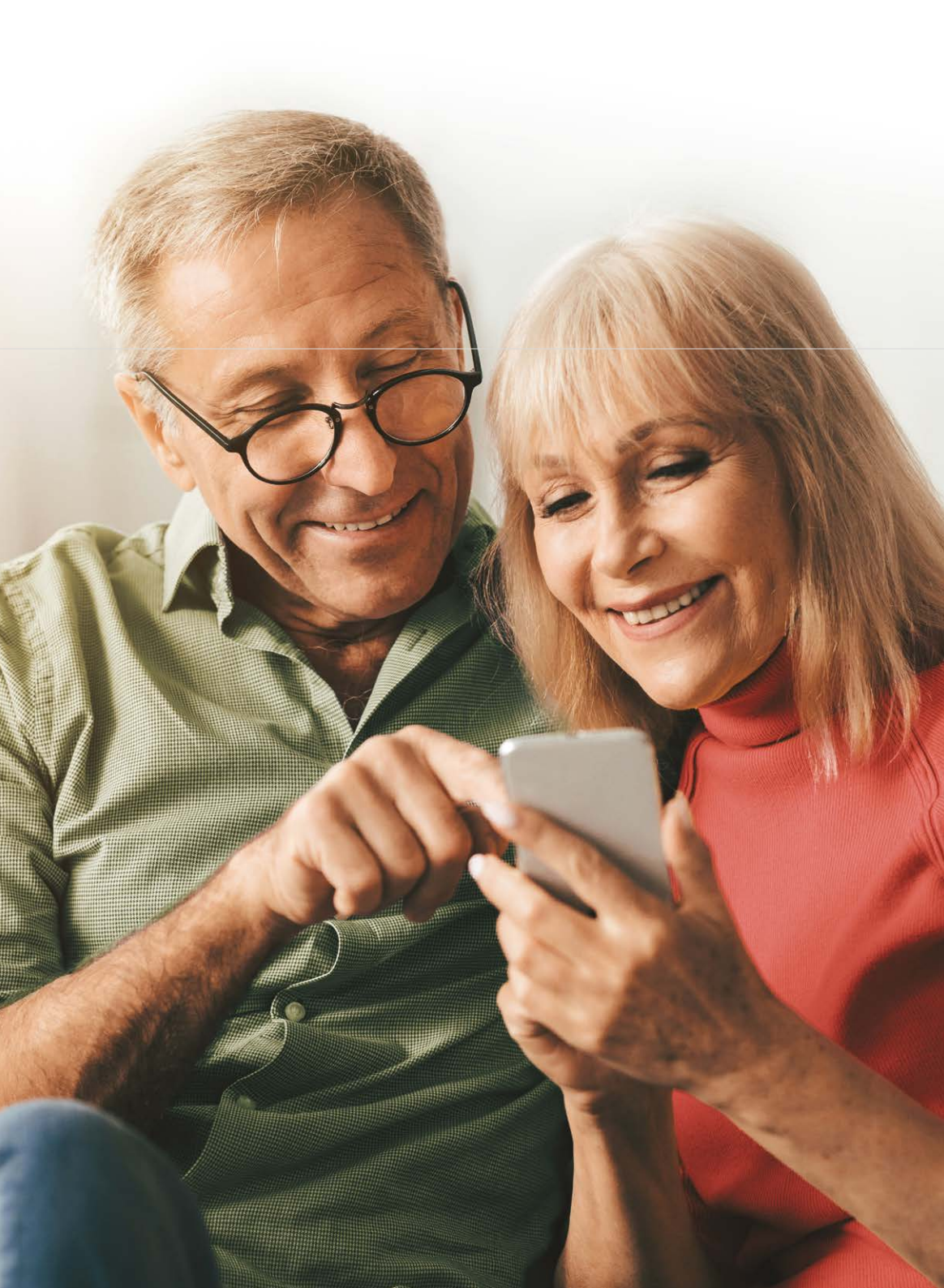
Mobile Phones

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



Radios

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



SAFETY FIRST

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 in the event of a power cut.



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

NHS DIRECT LINE

If you need medical advice, call the NHS Direct Helpline on 111 or visit the NHS Direct website: www.nhs.uk

SUPPORTING OUR VULNERABLE CUSTOMERS

Priority Services Register (PSR)

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 **free** Priority Services Register.

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





HOW TO REGISTER

You can register in any of the following ways:

BY YOUR SUPPLIER

Contact your energy supplier who will pass your details on to us

BY PHONE

Call our friendly Customer Service Team on 01359 302255

BY ADDRESS

Write to us at: GTC, Synergy House, Woolpit Business Park, Bury St Edmunds, Suffolk, IP30 9UP



BY WEBSITE

Visit www.gtc-uk.co.uk/psr or scan the QR code to complete our online form

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

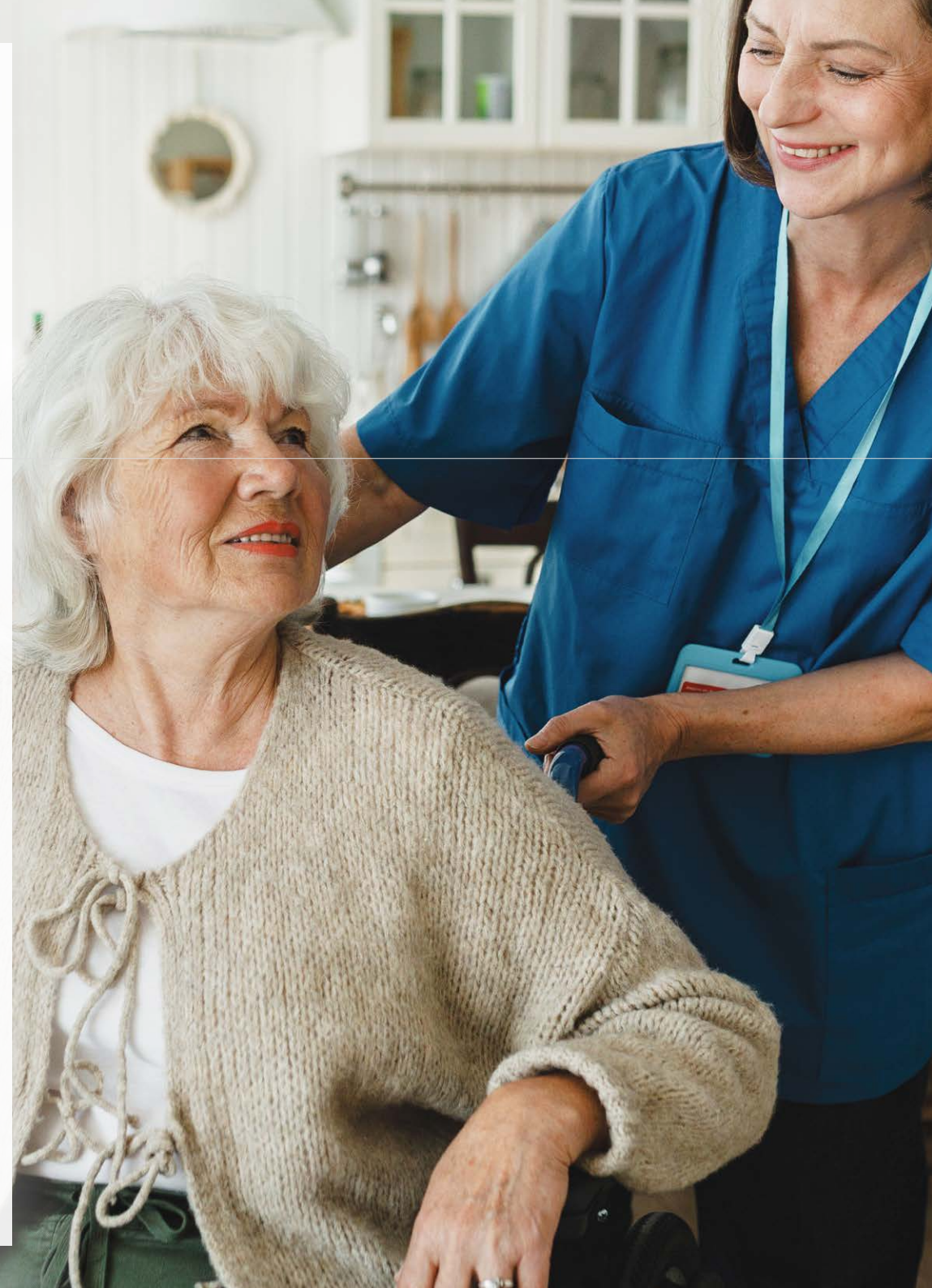
IF WE NEED TO VISIT YOU

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.



YOUR APPOINTMENTS

Maintaining appointments

When we agree an appointment with you, we will always do our best to keep to the given date. Any changes will always be discussed with you. These appointments will be made in advance and confirmed by telephone or in writing.

Cancelling appointments

If we are unable to attend the appointment, we will make a payment to you under the Electricity Guaranteed Standards of Performance regulations. **During an emergency or power cut situation, appointments are not available.**

HOW TO MAKE A COMPLAINT

If you need to make a complaint, please contact our Customer Care 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 any way 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 can refer the matter to the Energy Ombudsman.

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/residents

STILL DISSATISFIED?

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 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.

OMBUDSMAN SERVICES

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

Email: networkoperators@energyombudsman.org

Call: 0330 440 1624

Website: www.energyombudsman.org





USEFUL ADVICE

If you require independent advice, the following organisations are available to you:

The Citizens Advice Bureau

This is a consumer service that provides free confidential and impartial advice on consumer issues.

Call 03454 04 05 06
www.adviceguide.org.uk

Age UK

Call 0800 169 6565
www.ageuk.org.uk

YOUR CUSTOMER CARE TEAM

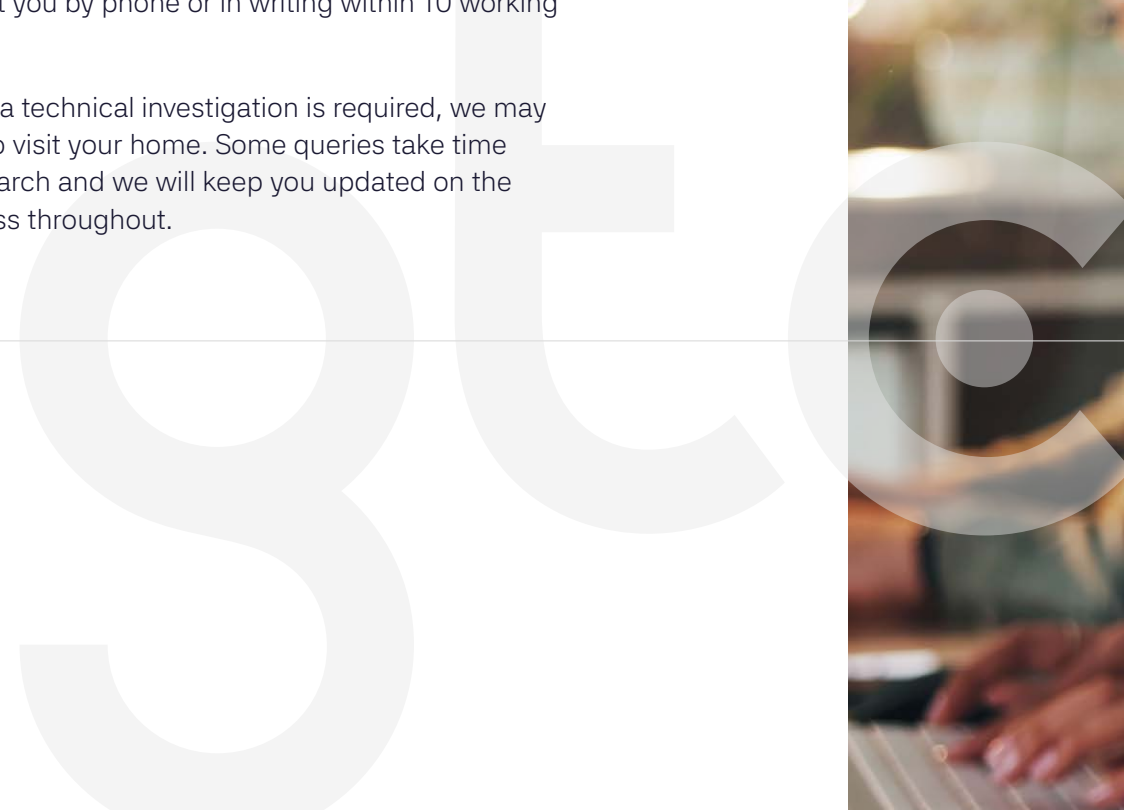
The Customer Care Team's role is to help GTC customers with any queries they may have about the services we provide. The team is also responsible for handling any complaints we receive (more details can be found in the 'How To Make A Complaint' section).

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 will 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.

CONTACT DETAILS

Call our Customer Care Team on **01359 302640**
or email customerservices@gtc-uk.co.uk







HOW TO CONTACT US

CUSTOMER SERVICES

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

Email: 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