



STATEMENT OF SERVICES: GAS

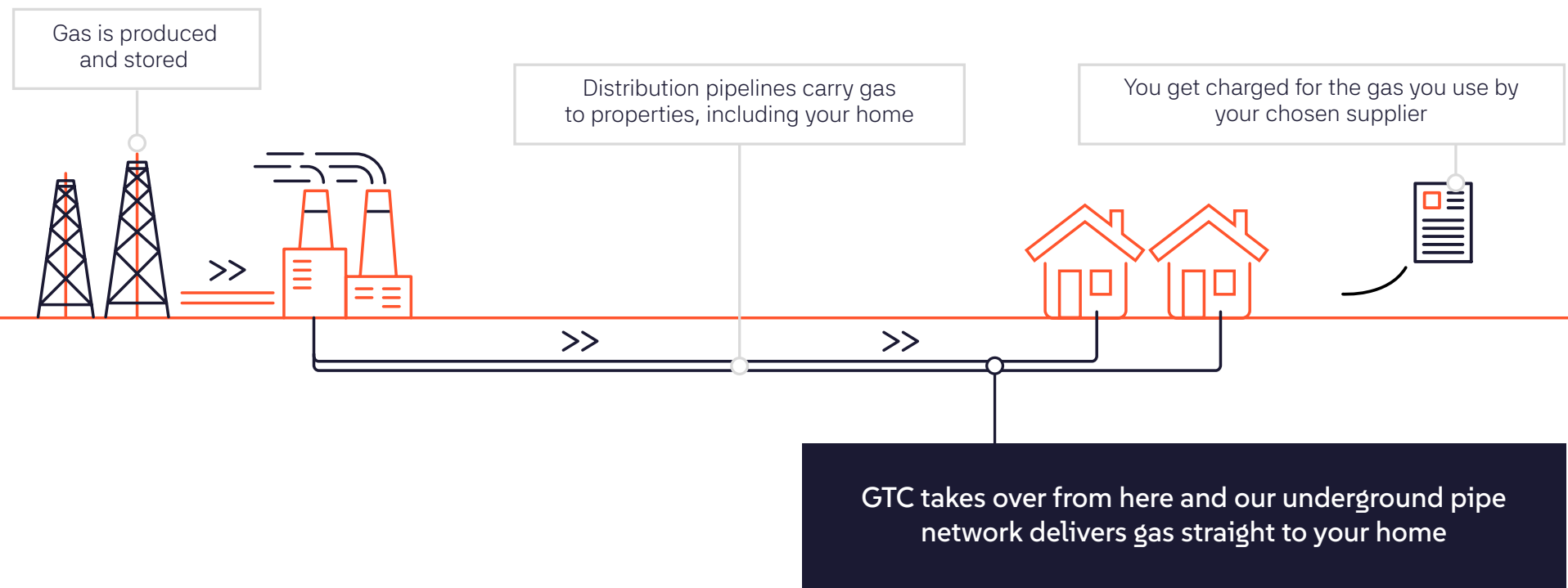
Supporting our customers

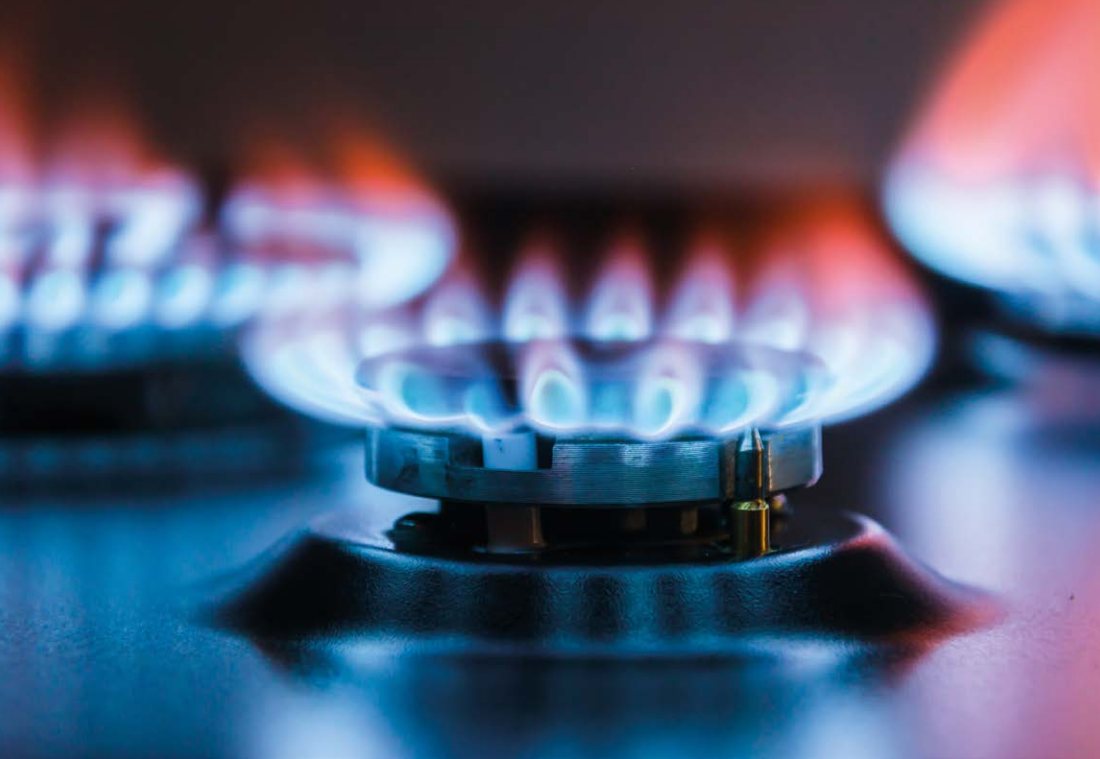
WELCOME

Who are GTC and what do we do?

GTC are responsible for keeping your gas on as we own and operate the gas networks 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 gas and offer support 24 hours a day, seven days a week.

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





HELP & SUPPORT

Who is my gas supplier?

To find out who your gas supplier is, please contact us directly on **01359 302255** or use the website: www.findmysupplier.energy

Please contact your gas supplier for queries about your:

- Gas bill
- Gas 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 gas connection, an alteration to an existing connection or a disconnection, visit our website at: www.gtc-uk.co.uk/connections-service-alterations or call us on **01359 243360**

I HAVE A COMPLAINT

If you are not happy about the service you have received or 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

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 there is a smell of gas inside, please wait outside with a neighbour instead.

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



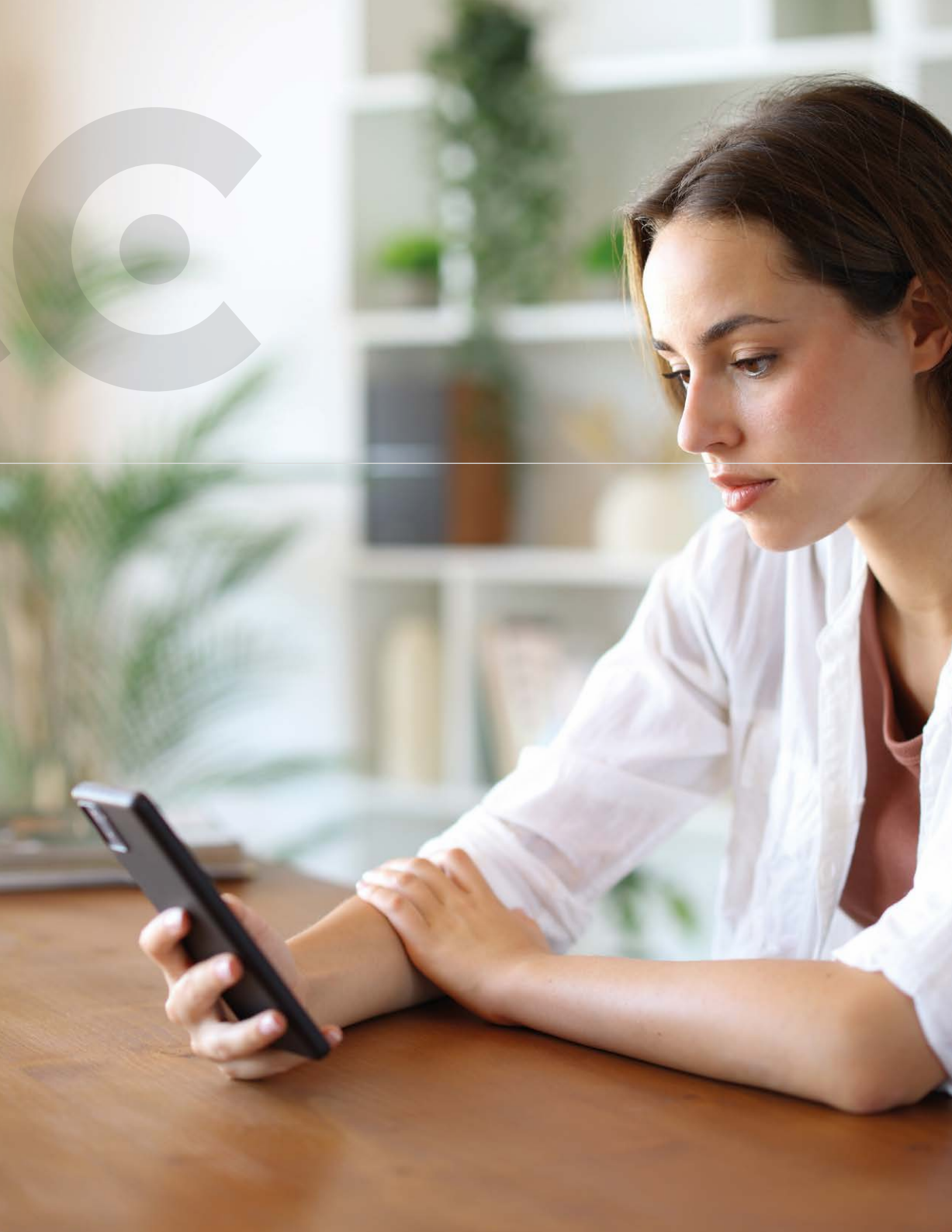
MORE ADVICE?

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

SMELL GAS?

Please call the freephone National Gas Emergency
0800 111 999*

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



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.

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 manner.

How long will my gas be off?

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 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, or scan the QR code to search for incidents in your area.



MORE INFORMATION

If you have any further queries, please call **01359 240363**. We are available **24/7**.

CHECKLIST

Preparing for a gas incident

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.



Flasks and Hot Water Bottles

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



Alternative Cooking Facilities

Have a supply of alternative cooking facilities that do not rely on gas such as a microwave, air fryer, or a hotplate.



Annual Maintenance

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



Alternative Foods

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



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.

GAS INCIDENTS

Increased demand on the electricity network

Using alternative heating and/or cooking facilities (for example, hot plates and microwaves) during a gas incident may create higher demand on the local electricity network, which, if significantly overloaded, may cause a localised power cut.

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.





GTC AT WORK

Planned gas interruptions

GTC will correspond with you should we be undertaking essential maintenance works which will affect your gas supply. We will inform you by letter about the planned date for the works.

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

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 gas back on as this will be undertaken by an engineer at your property.

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.

OUR PROMISE

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 Gas Guaranteed Standards of Performance regulations. For more information visit www.gtc.co.uk

ADDITIONAL HELP

What help can GTC provide in a gas incident?

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 the scale of the incident, and would be offered to priority services customers first.

How to contact GTC

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

More information can be found by scanning the QR code, or visiting our Priority Registered Customer page at: gtc-uk.co.uk/residents/priority-registered-customer-form





SUPPORTING OUR VULNERABLE CUSTOMERS

Priority Services Register (PSR)

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.

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 apply

Visit our website: gtc-uk.co.uk/residents/priority-registered-customer-form and fill out the online form, or call our dedicated Customer Service Team on **01359 302255**, Monday – Friday, 8am– 5pm

IF WE NEED TO VISIT YOU

Occasionally we may need to visit your home to inspect or maintain our equipment. We will often be able to give you advance notice, 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.

- 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 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 which 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.



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 communicated with you.

Appointments agreed with you will be made in advance and confirmed by telephone or in writing.

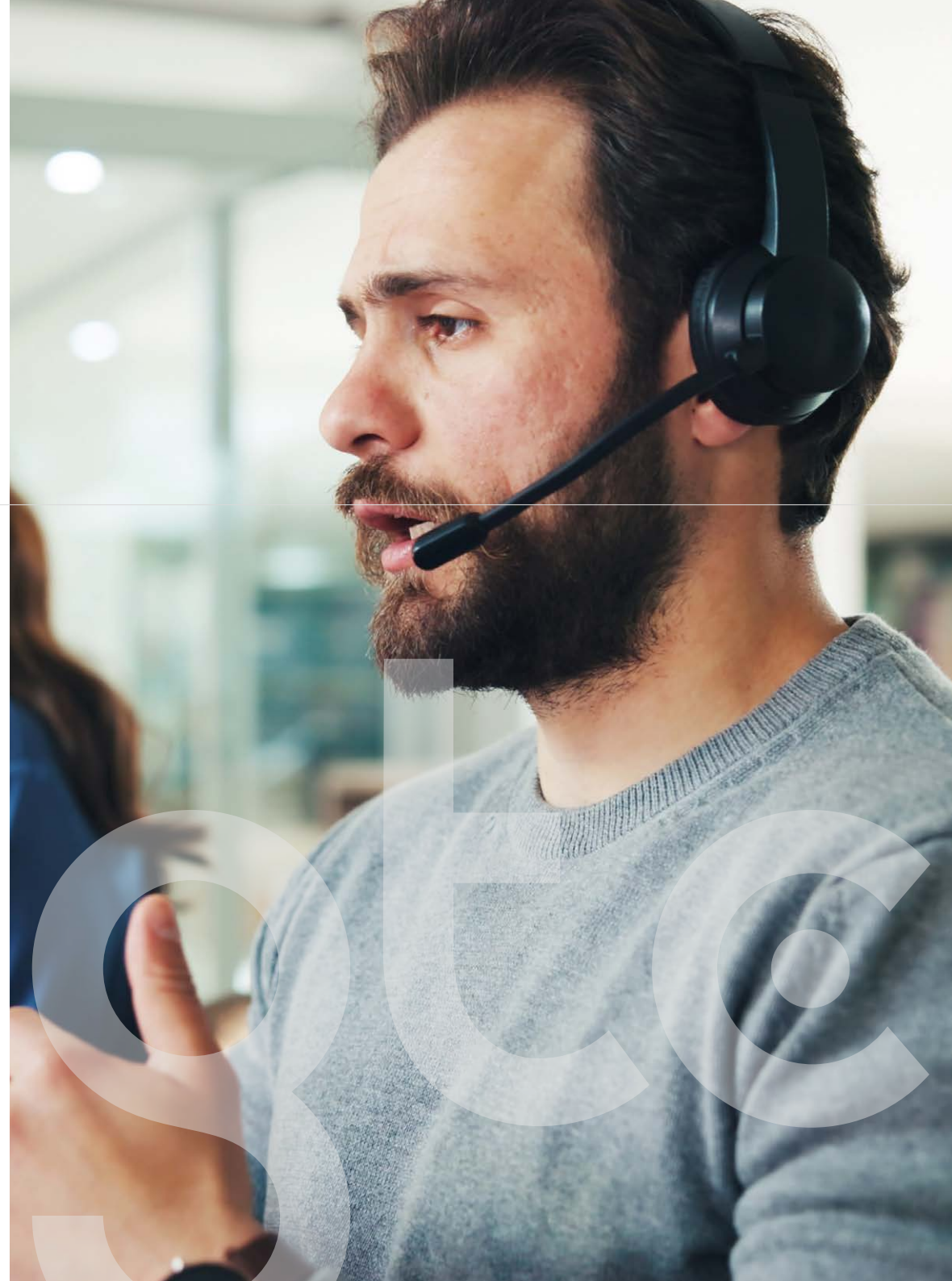
Cancelling appointments

If we do not keep the appointment, we will make a payment to you under the Gas Guaranteed Standards of Performance regulations. Please note we do not pay GSOP for cancelled meter work appointments. **During an emergency or gas outage situation, appointments are not available.**

YOUR CUSTOMER CARE 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 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.



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 Care 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 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**



OMBUDSMAN SERVICES

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 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.

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

Email: networkoperators@energyombudsman.org

Call: 0330 440 1624

Website: www.energyombudsman.org

CITIZENS ADVICE

The Citizens Advice Consumer Service can provide you with free, confidential, impartial advice about your rights on a wide range of subjects.



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