



Your Electricity Network Operator

# WELCOME TO GTC

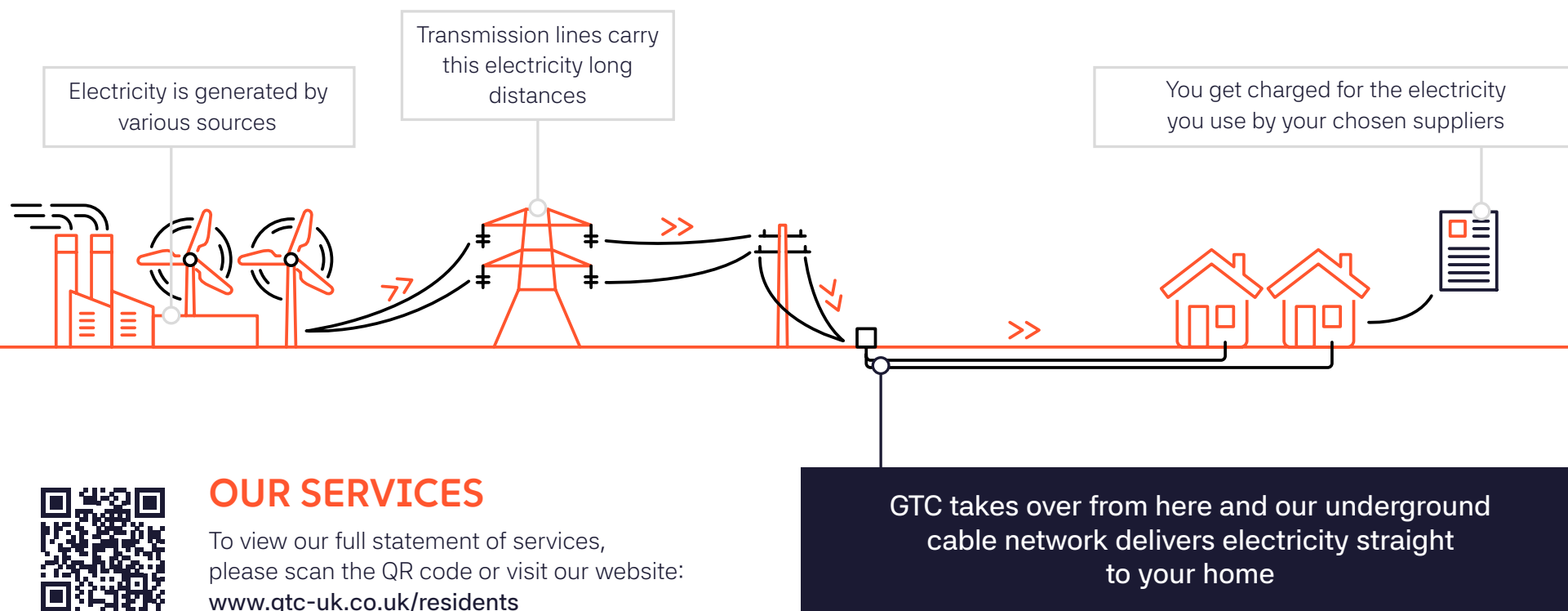
Your Electricity Network Operator



# 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.













## OUR SERVICES

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



# 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.
-  **Radios**  
A battery powered or wind up radio is handy to have for information and updates.
-  **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.
-  **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.
-  **Electric Vehicles**  
Ensure your electric vehicle is fully charged in advance of any planned power outages.



### KEEP UPDATED

To register for text updates during a power cut, please scan the QR code or visit: [www.gtc-uk.co.uk/live-incident](http://www.gtc-uk.co.uk/live-incident)



## DID YOU KNOW?

You can find your MPAN number on your electricity bill. Your MPAN starts with a **24 or 27** and is **14 digits long**. You may need this when communicating with GTC.

## POWER CUT?

Call **GTC 0800 032 6990** or the National Power Cut number on 105.

**POWER CUT?  
CALL 105**



# 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 (PSR).

### 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: [www.gtc-uk.co.uk/psr](http://www.gtc-uk.co.uk/psr) and fill out the online form, or call our dedicated Customer Service Team on **01359 302255**, Monday – Friday, 8.30am – 5pm





# 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](http://www.nhs.uk)



# HOW TO CONTACT US

## CUSTOMER SERVICES

**Phone:** 01359 302255 Monday - Friday, 8.30am - 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)