



Your Electricity Network Operator



PRIORITY SERVICES REGISTER

Supporting you

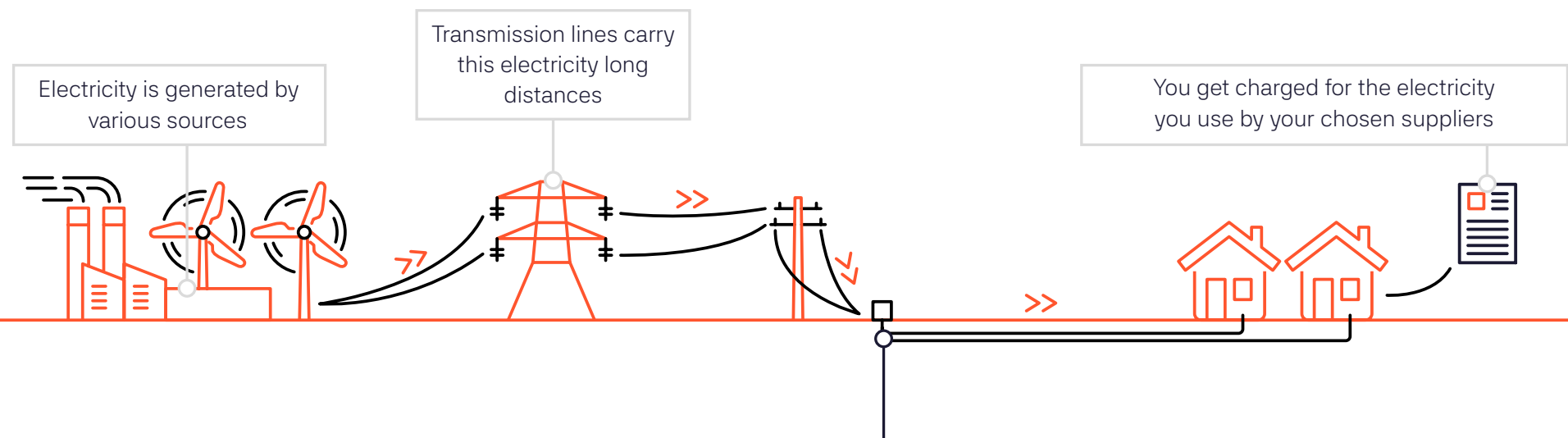
WELCOME

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.

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 information about being on the Priority Services Register and how to prepare for and what to do during a power cut.



OUR SERVICES

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



HELP & SUPPORT

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.

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

BENEFITS

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

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



CHECKLIST



Electrical Equipment for Healthcare

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



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).



Stairlifts

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



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.



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.

**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 and to let you know where they are located.



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



NO POWER?

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.



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