

A woman with dark curly hair, wearing a striped shirt and a blue apron, is cooking in a kitchen. She is stirring a pot on a gas stove with a wooden spoon. A young child with curly hair is looking at her. In the background, a man and another child are sitting at a table, eating. The kitchen has a stainless steel refrigerator and a wall with many small round objects.

gtc
Your Gas Network Operator

**WELCOME
TO GTC**

Your Gas Network Operator

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 gas to your home. We are regulated by Ofgem who ensure customers are treated fairly.

We are committed to providing you with a reliable source of gas and we are here to offer support 24 hours a day, seven days a week.

As a network operator, GTC provide your gas, we do not issue your bills - you will receive these through your chosen supplier. If you have an enquiry about your bill, or your meter, please contact your gas supplier (their details can be found on your latest gas bill).



OUR SERVICES

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

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, this 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?

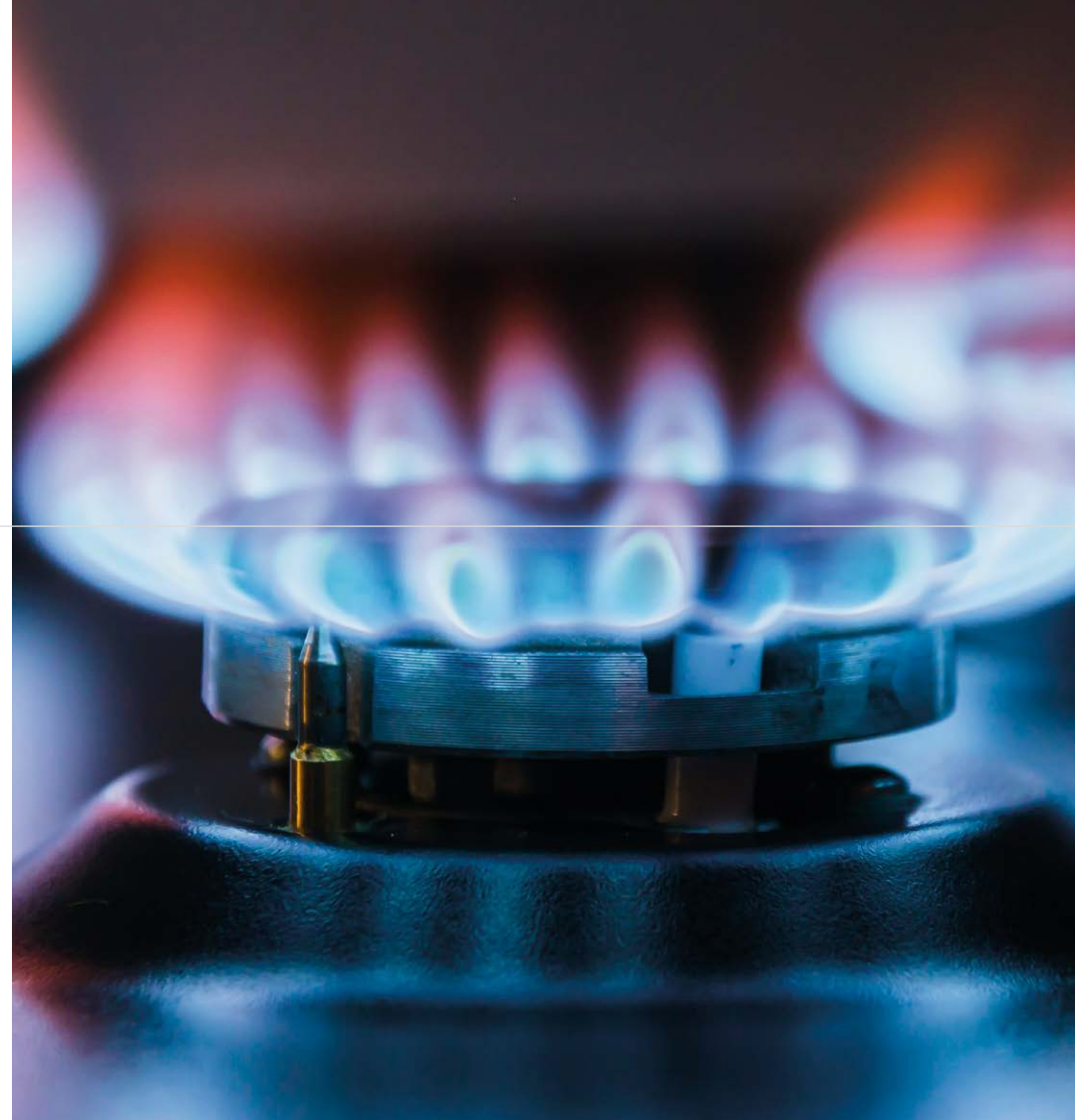
A gas incident is an unplanned loss of gas supply or pressure problems affecting multiple properties across a gas network. The national gas emergency service, along with the gas network owner and operator will attend to investigate and resolve any gas issues in a safe and timely manner.

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 to search for incidents in your postcode area.

If you have any further queries, please call **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.



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 mains gas supply - e.g. microwave, air fryer, or 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.

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 (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 and fill out the online form, or call our dedicated Customer Service Team on **01359 302255**, Monday – Friday, 8.30am – 5pm

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.

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

A close-up photograph of a woman with dark hair holding a baby. The baby is wrapped in a thick, white, fluffy blanket and is sucking on their thumb. The woman's face is partially visible, looking down at the baby. The background is softly blurred.

USEFUL INFORMATION

Your MPRN Number

You can find your gas MPRN number on your energy bill. Your MPRN starts with a **7** and is **10 digits long**. You may need this when communicating with GTC.

You are responsible for the upkeep of your gas meter box and ensuring it is undamaged, clean and accessible.

KEEP UPDATED



During a planned or unplanned loss of gas supply, please scan the QR code or visit our website for updates:
www.gtc-uk.co.uk/live-incidents



HOW TO CONTACT US

CUSTOMER SERVICES

Phone: 01359 302255 Monday - Friday, 8.30am - 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