

A photograph of a family of three sitting on a light-colored sofa. A man in a white t-shirt is holding a tablet, and a woman in a pink top is sitting next to him, holding a baby. They are all looking at the tablet with interest. The background shows a white shelving unit with some decorative items.

**gta**  
Your Gas Network Provider

# PRIORITY SERVICES REGISTER

Supporting you

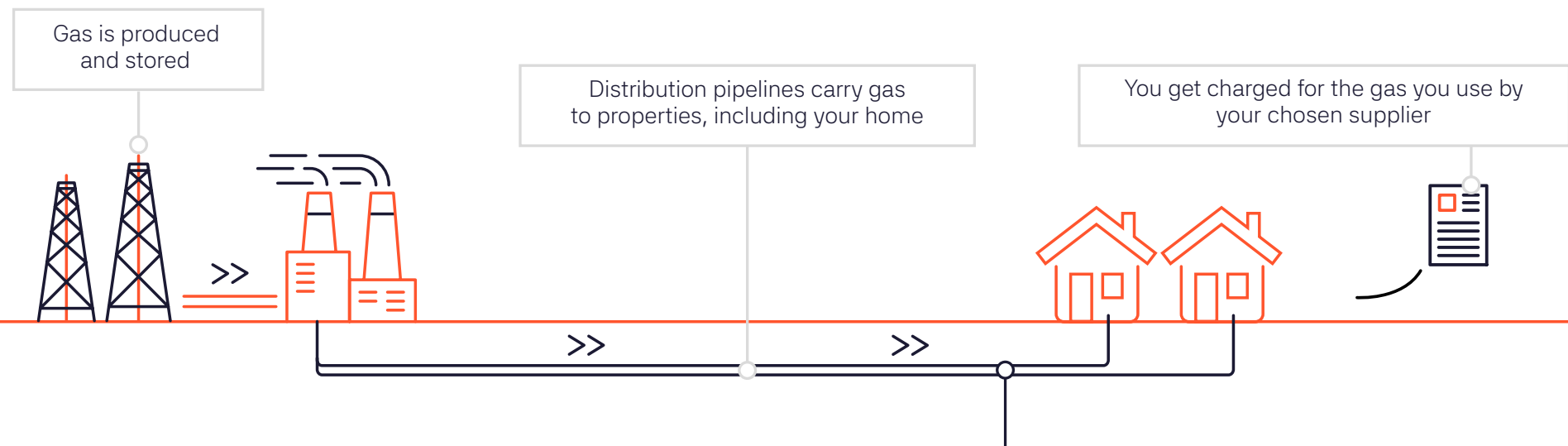
# WELCOME

## Who are GTC and what do we do?

GTC is a licensed gas transporter responsible for the safe delivery of gas through its networks to properties. We own, operate and maintain networks across the UK and we are regulated by Ofgem. Your gas is our priority, and we are here to 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 Gas Supplier or through GTC directly. This guide provides you with useful information about being on the Priority Services Register, how to prepare for a gas incident, and what to do during a gas emergency.



## 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)



# HELP & SUPPORT

Gas incidents are inconvenient for everyone but we recognise that some of our customers may require additional support and care during an incident and are eligible to be on our Priority Services Register.

Being on the Priority Services Register does not guarantee your gas supply will be back on quicker, 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 gas incidents
- Specialised support through charity organisations where available
- Advance notifications of planned works
- Calls to customers with updates during planned and unplanned interruptions (provided we have a contact number)
- Provision for a personal password on arrival

# 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 the smell of gas is in there, instead please wait outside with a neighbour

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](http://www.gtc-uk.co.uk/gas-emergencies-help-advice)

# 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.



# 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.

**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](http://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**. You can also scan the QR code for more information.



## 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.



# 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)