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.

**gtec**  
Your Gas & Electricity Network Operator

**WELCOME  
TO GTC**

Your Gas & Electricity  
Network Operator

# WELCOME

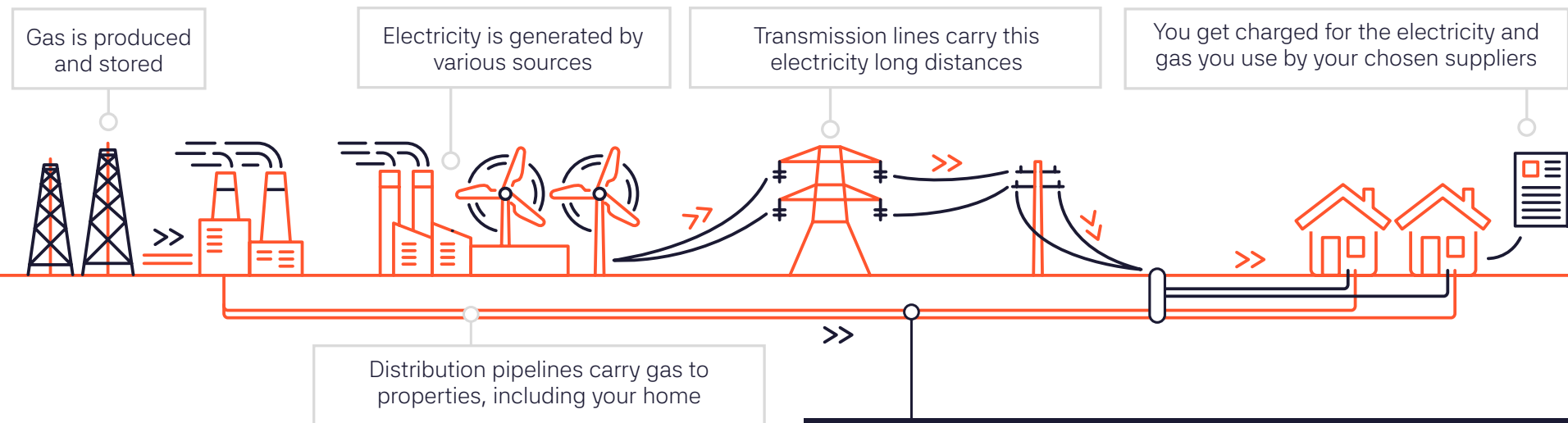
## Who are GTC and what do we do?

GTC own, operate and maintain electricity and gas networks across the UK, connecting and delivering gas and electricity to homes and businesses. We are regulated by Ofgem who are the energy regulator for Great Britain.

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

As a network operator, GTC provide your gas and electricity, 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 energy supplier (their details can be found on your latest energy bill).

GTC's electricity networks are underground and are incredibly resilient to severe weather conditions. However, at times, power cuts do happen, and we will do all we can to restore your power supply as quickly and as safely as possible.



## OUR SERVICES

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

A man with a beard and long hair tied back, wearing a white chef's uniform and apron, is focused on cooking in a kitchen. He is leaning over a stove, holding a black frying pan. The background shows a kitchen setting with a framed picture on the wall.

# EMERGENCY NUMBERS

## POWER CUT?

Call **105** or GTC on 0800 032 6990

## SMELL GAS?

Call **0800 111 999**

If you have had a gas interruption, **never** attempt to turn your gas back on.

# CHECKLIST



## 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 interruptions, make up hot water bottles and flasks to help stay warm.



## Computers and Electronic Devices

Make sure files and important documents on computers and other electrical devices are regularly saved or backed up.



## Radios

A battery powered or wind up radio is handy to have for information and updates.



## 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.



## Torches

Keep torches and spare batteries handy, these are much safer than candles (or use battery powered candles).



## 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.



## Alarm System

Most alarm systems have battery backups. Check with the manufacturer or installer if you are not sure.



## Trusted Contact

Remember to save GTC's number when we call you so you recognise our number as a trusted contact.

## DID YOU KNOW?

Electricity use and demand on the network can increase during a gas outage. Minimise the use of appliances and switch off or unplug electrical equipment you do not need. Stagger the use of high-demand appliances such as cookers, washing machines, dishwashers, kettles, immersion heaters and electric vehicle chargers.



# USEFUL INFO

You can find your electricity MPAN number and your gas MPRN number on your energy bill. Your MPAN starts with a **24 or 27** and is **14 digits long**. 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, ensuring it is undamaged, clean, and accessible.

## KEEP UPDATED



During a planned or unplanned power cut or loss of gas supply, please visit our website using the link below for updates: [www.gtc-uk.co.uk/live-incidents](http://www.gtc-uk.co.uk/live-incidents)

# SUPPORTING OUR VULNERABLE CUSTOMERS

## Priority Services Register (PSR)

Power cuts and 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.

## When to join

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](https://gtc-uk.co.uk/residents/priority-registered-customer-form)

Alternatively, please 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)