

gtc
Your Gas Network Operator

GAS: STAYING SAFE

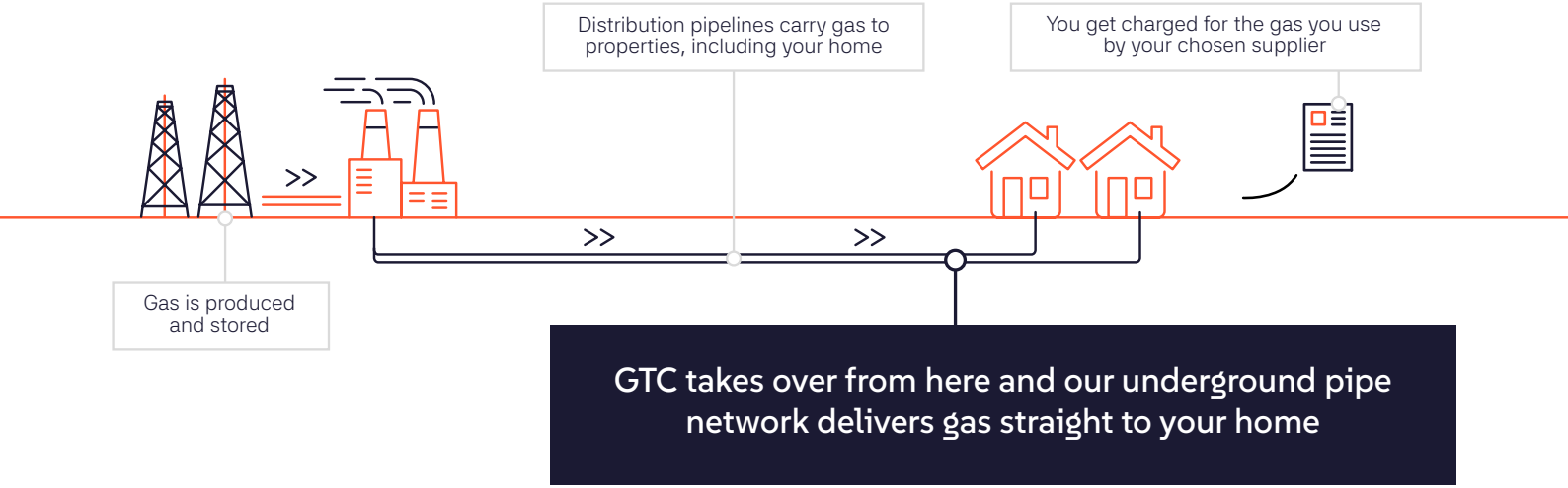
Your Gas Network Operator

WHO ARE GTC?

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 provides 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).



WHY ARE WE GIVING YOU THIS LEAFLET?

We are giving you this leaflet to inform you about the gas service we provide, including guidance on gas safety, what to do during a gas interruption, and how we can help if you are a vulnerable customer.



GAS EMERGENCIES: STAYING SAFE

If you smell gas or you suspect carbon monoxide it is considered an emergency.

Please follow these steps in the case of an emergency:

- Call the 24/7 National Gas Emergency service number (see right)
- Ventilate the area by opening all windows and doors
- Turn off the gas emergency control valve
- Do not operate any electrical switches and don't use any appliances that could cause a spark
- Do not smoke
- Extinguish any naked flames and do not light any flame in the property
- Do not turn the gas supply back on again until it has been checked by a Gas Safe engineer.





SMELL GAS?

Please call the freephone National Gas Emergency

0800 111 999*

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

CARBON MONOXIDE SAFETY

What is carbon monoxide and why is it dangerous?

Carbon monoxide is an odourless, colourless and tasteless gas which can make it very difficult to detect. Exposure to carbon monoxide has the potential to cause serious illness and it can be fatal. CO poisoning can be caused by faulty appliances and fires that burn gas, coal, wood or oil. **If you think you have a carbon monoxide leak, it is considered an emergency.**

Symptoms CO poisoning include:

- Headache and dizziness
- Nausea or vomiting
- Feeling weak and fainting
- Loss of vision
- Chest and muscle pain
- Shortness of breath
- Flushing of the face
- Tiredness and confusion
- Loss of consciousness

Symptoms may disappear or lessen when you are away from the property.

How to reduce the risk of CO poisoning:

- Install a carbon monoxide alarm with a kitemark and test it regularly
- Service your gas appliances annually with a Gas Safe engineer
- Get chimneys swept at least once a year by a registered professional – do not block chimneys or flues
- **Do not** use any pans or pots which are too big for a gas hob as it can stop oxygen from reaching the flame
- **Do not** use any gas appliances which you think may not be working properly
- **Do not** block any air vents, ventilation or grills



KEEPING SAFE

Knowing the signs of an appliance that could emit CO:

- Lazy looking flames which are orange or yellow rather than blue and defined
- Pilot light often blows out
- Yellowish-brown or sooty marks around the appliance
- Condensation on windows develops or increases

What to do if you suspect CO:

- Stop using and turn off the appliance you think may be making the carbon monoxide
- Open windows and doors if it is safe to do so.
- Go outside
- Call the National Gas Helpline immediately on 0800 111 999
- Seek medical advice if you feel unwell
- **Do not re-enter the property until you know it is safe to do so**



FIND A GAS SAFE ENGINEER

You can find a Gas Safe Engineer at **gassaferegister.co.uk** or by calling 0800 408 5500.

TAKING CARE OF YOUR GAS APPLIANCES

Please ensure gas appliances are serviced annually by a Gas Safe Engineer. Do not attempt to do this yourself. Servicing your appliances helps to ensure they work safely and may prove to be more economical in the long run.

GAS APPLIANCES

- Gas Boiler
- Gas fire
- Gas cooker and hob
- Gas central heating
- Leave any vents unblocked as well as they help your gas appliances to work properly and safely.

WARNING SIGNS

- Error messages are showing on the appliance.
- A sluggish yellow flame on the appliance
- The appliance is making strange noises
- Sooty marks around the appliance

If you rent your property, your landlord has a legal obligation to ensure your gas appliances are checked annually. This information should be contained by your landlord in an annual Landlord Gas Safety Record. If you are the homeowner and you want to sell the property, proof of the boiler being serviced is required.

GAS INTERRUPTIONS

Planned and unplanned gas interruptions

Sometimes we need to carry out gas maintenance to ensure everything is running smoothly and there are no safety issues.

This means we may have to turn your gas off temporarily.

If we need to carry out any planned maintenance, we will always let you know via letter.

An unplanned gas interruption can happen due to many factors. In this situation, we would investigate as soon as we became aware of the issue, and then a solution would be found. Live updates will be provided on our online incidents page.

KEEP UPDATED

During a planned or unplanned interruption to your gas supply, you can visit our website for updates and sign up for text alerts at **gtc-uk.co.uk/live-incidents**





IF WE NEED TO VISIT YOU

Our visits will be conducted by a GTC employee or a contractor working on our behalf. Appropriate checks are carried out on company employees before they enter your property.

- All our employees and contractors will have an identity card showing their company name, their own name, a colour photograph of themselves and a contact number should you have any queries
- Where possible all GTC employees and our contractors will be in branded clothing
- All vehicles used to visit your property will carry the GTC logo or our contractor's logo
- Our employees and contractors will explain the purpose of their visit
- We will ensure that all employees and contractors can tell you the emergency and enquiry telephone numbers on request



GAS INTERRUPTION CHECKLIST

Simple steps to help you stay warm and well during a gas interruption

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.

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: **gtc-uk.co.uk/psr** and fill out the online form, or call our dedicated Customer Service Team on **01359 302640**, Monday – Friday, 8am – 8pm.



MAKE THE RIGHT CALL FIRST TIME

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***

I have a general enquiry

Email: **info@gtc-uk.co.uk**
Phone: **01359 240363**

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

I have a specific enquiry

If you have an enquiry about a new gas connection, an alteration to an existing connection or a disconnection, call us on **01359 243360** or visit our website at: **gtc-uk.co.uk/connections-service-alterations**

I have a complaint

If you are not happy about the service you have received or you have any comments about our service, please contact us:

By phone: **01359 302640**
(Monday to Friday 8am- 8pm)

By post: GTC, Synergy House, Woolpit Business Park, Bury St Edmunds, Suffolk, IP30 9UP

By email: **info@gtc-uk.co.uk**



USEFUL INFORMATION

Your MPRN Number

You may need your MPRN number when communicating with GTC. You can find this on your energy bill. The number begins with a 7 and is ten digits long

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

NOTES

Additional questions? Make a note.



HOW TO CONTACT US

CUSTOMER SERVICES

Phone: 01359 302640 Monday - Friday, 8am - 8pm
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 302640, or via email at info@gtc-uk.co.uk