



Your **Gas** & **Electricity** Network Provider

# Priority Services Register

Supporting our customers



**Smell  
gas?**

**Call:  
0800 111 999**



**Power  
cut?**

**Call GTC on  
0800 032 6990**



# Welcome to the **GTC Priority Services Register**

## Who are GTC?

GTC owns and operate the pipes and cables that bring energy to your home. We are responsible for keeping your lights and gas on.

We are regulated by Ofgem, who are the energy regulator for Great Britain. They ensure customers are protected and are treated fairly.

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.

## 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 or electricity 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/electricity incident, and what to do during a gas/electricity emergency.

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## What are the **benefits** of being on the Priority Services Register?

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 (PSR).

**Being on the Priority Services Register does not guarantee your electricity or gas will be back on more quickly, but it does mean we can offer you additional help and support.**

### **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



## What should I expect from being on the Priority Service Register?

- Tailored assistance and safety advice from our call advisors.
- Resilience advice on how to prepare for power cuts and gas incidents.
- Specialised support through charity organisations where available.
- Advance notifications and updates for planned power cuts.
- Emergency power supplies (where available).
- Calls to customers with updates during planned and unplanned gas interruptions (provided we have a contact number).
- Provision for personal password on arrival.
- The choice of having a nominated person for GTC to contact.

## Prepare for a power cut checklist

GTC's electricity networks are designed to be resilient in all weather conditions. 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 in both of these scenarios, please use our checklist below as a reminder of what to prepare.



### Electrical Equipment for Healthcare

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



### Computers & Electronic Devices

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



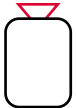
### Blankets & Warm Clothes

To stay warm, ensure you have blankets and warm clothes to hand.



### Radios

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



### Flasks and Hot Water Bottles

Ahead of severe weather or planned interruptions, make up hot water bottles and flasks to help stay warm.



### Fish and Reptiles

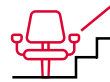
Tropical fish tanks may be affected in power cuts. Wrap the tropical tank in blankets to keep it warm. For more information on caring for tropical fish please visit the following website: [www.algone.com/power-outage-and-the-aquarium](http://www.algone.com/power-outage-and-the-aquarium)

If you have any questions,  
or want any further advice,  
please contact us on  
01359 302255



### **Torches**

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



### **Stair lifts**

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



### **Mobile Phones**

Fully charge your mobile phone to enable you to stay updated or 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.



### **Food and Drinks**

Stock your cupboards with food and drink that doesn't require cooking.



### **Trusted contact**

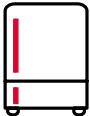
Remember to save GTC's number when we call you so you recognise our number as a trusted contact.

## 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.

### 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 catering 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.

Scan me for  
advice on what to do  
during a power cut



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## How to check if you have no power

If you think you have a power cut, please check the following before you contact us. Our contact details can be found on the last page.

1

Are your **neighbours'** lights on, or are the streetlights on?

2

Check your trip switch is in the **“on”** position

3

If your trip switch is in the **“off”** position, switch off all your appliances and try to **reset** your trip switch

4

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

## 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 off or on any power or light switches
- 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.

To find out more, please visit our [help and advice page](#)

**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 the first time

Reach the right service faster to get your gas problem solved.

## Gas appliance problems?

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 in 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 way in accordance with strict gas safety legislation. The safety of the public and our employees is a top priority.

### Who to contact during a gas incident

Regular updates will be provided on the [live incidents page](#) of our website where you can search for incidents in your postcode area.

If you have any further queries or are asking for updates, please call 01359 240363. We are available 24/7.



**Can I turn my gas back on?**

**Do not** attempt to turn your gas back on. The re-commissioning 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.

### Useful information:

In some instances, community centres or catering vans will be made available for our customers. GTC will contact you if these are available and where they are located.

## Preparing for a gas incident checklist

GTC's gas networks are designed to be resilient in all weather conditions. However gas incidents may happen when we need to carry out planned maintenance works, or unexpected outages 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.



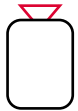
### Blankets & Warm Clothes

To stay warm, ensure you have blankets and warm clothes to hand.



### Annual Maintenance

Get your gas appliances checked annually by a Gas Safe registered engineer.



### Flasks and Hot Water Bottles

Make up hot water bottles and flasks to help keep you warm.



### Alternative Foods

Back up supply of food for alternative cooking such as microwave and/or air fryer foods.



### Alternative Cooking Facilities

Back up supply of alternative cooking facilities that do not rely on mains gas supply - e.g. camping stove.



### 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.



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## **Accessibility**

If you require the information contained within 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 emailing [info@gtc-uk.co.uk](mailto:info@gtc-uk.co.uk)

**For general enquiries contact:**

**info@gtc-uk.co.uk**

or call **01359 302255**

Mon-Fri 8:00-17:00

**www.gtc-uk.co.uk**

View our privacy policy at

**www.gtc-uk.co.uk/privacy-policy**

## **How to contact us**

### **Are you experiencing a power cut?**

Call us on **0800 032 6990**

### **Smell Gas?**

Call the national number **0800 111 999**

Visit our website to use our [Live Incidents Map](#) to search for electricity outages or gas incidents in your postcode area or view our [help and advice pages](#):

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

[www.gtc-uk.co.uk/help-and-advice/](http://www.gtc-uk.co.uk/help-and-advice/)

# **gtc**

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