



Your Electricity
Network Operator



Welcome to GTC – your electricity network operator

Keep this leaflet to hand as it tells you what to do
and who to contact in the event of a power cut



**Power
cut?**

**Call GTC on 0800 032 6990
or the National Power Cut
number on 105**

Who are GTC and what do we do?

GTC are responsible for keeping your lights on as we own and operate the electricity network and cables that connect and distribute energy to your home. We are regulated by Ofgem who ensure customers are treated fairly.

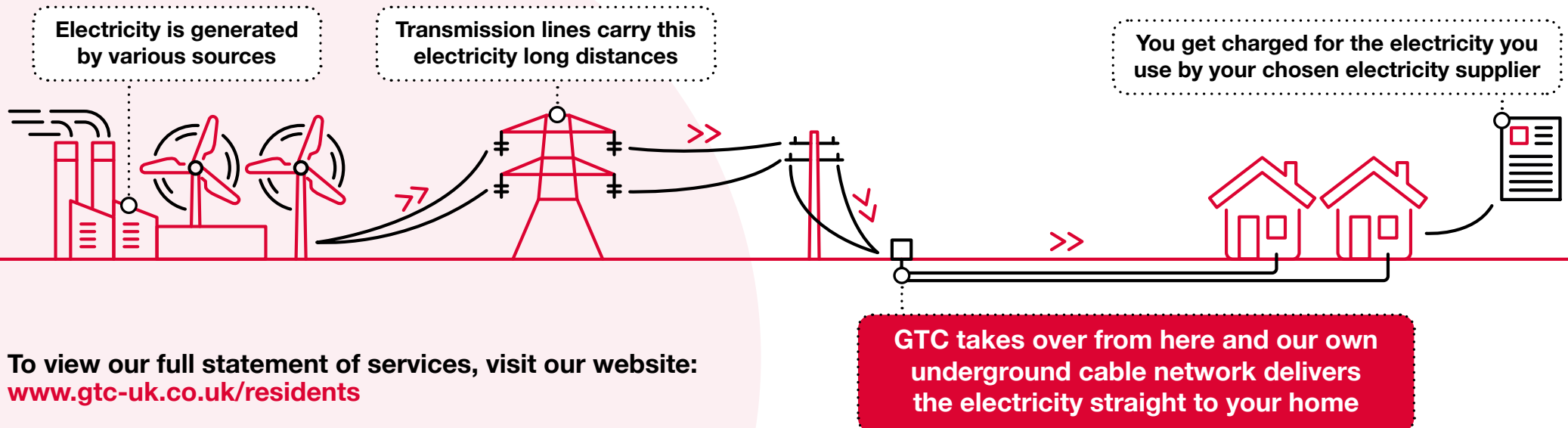
We are committed to providing you with a reliable source of electricity and we are here to offer support 24 hours a day, seven days a week.

As a network operator, GTC provide your 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 electricity supplier (their details can be found on your latest electricity 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.



Helpful advice

Being prepared for a power cut



Have **blankets** and **warm clothes** to hand



Tropical fish should not be affected in a power cut of two to three hours. If the power cut is longer, store warm water beforehand so you can maintain the tank temperature



Back up your files and save work regularly on your **computers** and **electronic devices**



Keep a **torch** and **spare batteries** handy



Stock your cupboards with **food** and **drink** that don't require cooking



Check if your **alarm system** has a battery back-up



Ensure your **mobile phone** is fully charged and you have your emergency contacts to hand



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



A battery powered **radio** tuned to a local station for updates is handy



Ensure your **electric vehicle** is **fully charged** in advance of any planned power outages

For further information watch our [helpful animation](#)



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

NHS Direct Helpline

If you need medical advice, call the NHS Direct Helpline on 111 or visit the [NHS Direct website](http://www.nhs.uk) - www.nhs.uk



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Supporting our Vulnerable Customers: Priority Services Register (PSR)

Power cuts 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).

When to join

If you have children under the age of five, are medically dependent, have a chronic or serious illness, have mental health issues, poor mobility, a sensory impairment, or are of a pensionable age, please register as a priority services customer.

How to apply:

Visit our website:

www.gtc-uk.co.uk/residents/priority-registered-customer-form



Or scan the QR code to register.

Or call our dedicated Customer Service Team,
Monday - Friday, 8.30am - 5pm:

01359 302255

Keeping you updated...



During a planned or unplanned power cut, please visit our website using the link below to register to receive text messages to keep you updated:

www.gtc-uk.co.uk/live-incidents

How to contact GTC

- Call our Customer Service Team on **01359 302205**
- Email: **customer.services@gtc-uk.co.uk**
Monitored Monday to Friday, 8:30am to 5:00pm
- Visit the residents page on our website: **www.gtc-uk.co.uk/residents**
- Write to us at: GTC, Synergy House, Woolpit Business Park, Bury St Edmunds, Suffolk, IP30 9UP

Did you know?

- You can find your electricity MPAN number on your electricity bill. Your MPAN starts with a **27 or 29 and is 14 digits long**. You may need this when communicating with GTC.



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Please visit our website to register for SMS updates to stay informed during outage events:

www.gtc-uk.co.uk/live-incidents