



Your Gas
Network Operator



Welcome to GTC – your gas network operator

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



**Smell
gas?**

**Call:
0800 111 999**

Who are GTC and what do we do?

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 provide 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).



**Make the right
call the first time.**

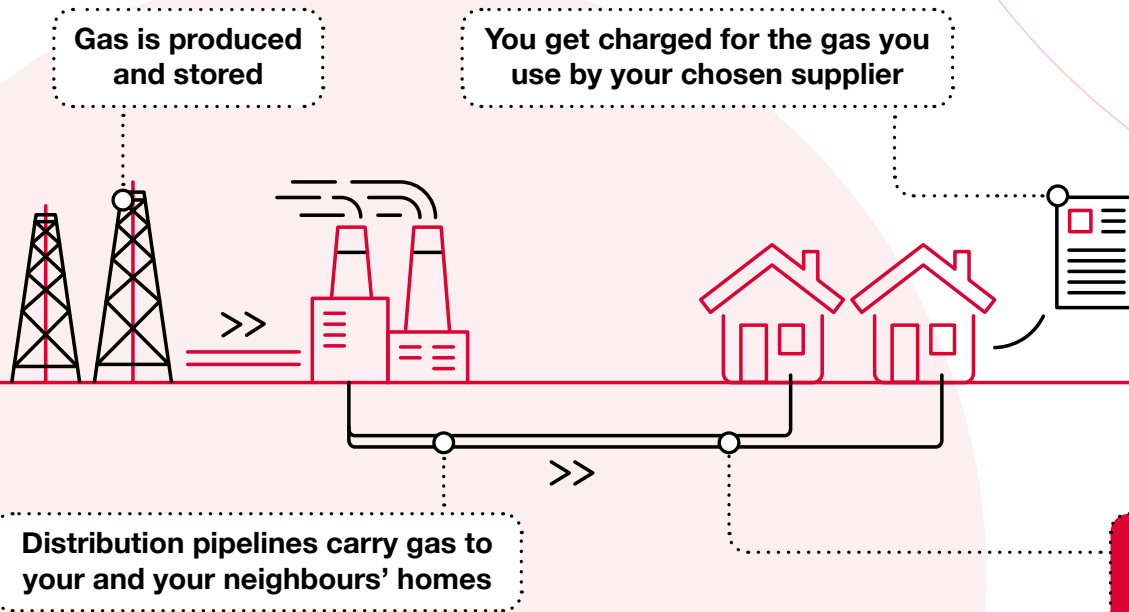
**Reach the right service faster to get
your gas problem solved.**

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.



**Call the emergency number
0800 111 999***

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

To view our full statement of services, visit our website:
www.gtc-uk.co.uk/statement-of-services

Being prepared for a gas incident



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



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



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



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



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



Limit the use of non-essential electrical items and switch off or unplug electrical equipment **you do not need**

Your safety is our utmost priority so please follow the advice below:

- 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 cellar if the smell of gas is in there, instead please wait outside with a neighbour

Who to contact during a gas incident

Regular updates will be provided on the live incidents page of our website. Use the [Live Incidents Map](#) to 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.

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



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 that you don't attempt to turn your supply back on as this will be undertaken by a qualified engineer at your property.



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).

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



Scan the QR code.

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

01359 302255

Keeping you **updated...**



During a planned or unplanned loss of gas supply, please visit our website using the link below for updates:

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 gas MPRN number on your energy bill. 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 and to ensure the box is undamaged, clean and accessible.



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