

Application to join the Priority Services Register



Name:

Address:

Postcode:

Home tel:

Mobile tel:

Email:

For security – write password below

Declaration:

- I confirm that the details I have given are true and correct.
- I give permission for you and other organisations* to store and use my personal details so that you can provide me with priority services. I understand that, by law, you are allowed to use my personal details once I have given my permission.
- If you would also like us to share your information with your energy/utility suppliers, networks and meter operators so they can register you for their priority services, please tick this box.

*Other organisations include trusted charities such as the British Red Cross, who may assist during incident situations to support companies in safeguarding you and other household members.

Referral source: District

How to register for priority services

Use our website to submit an on-line application form or complete the attached form and post it to the address below.



0330 10 10 167

spenergynetworks.co.uk/priorityservices

customercare@spenergynetworks.com

If you live in Central & Southern Scotland please write to:

Customer Contact Team
SP Energy Networks
3rd Floor
320 St Vincent Street
Glasgow G2 5AD

If you live in Cheshire, Merseyside, North Wales or North Shropshire please write to:

Customer Contact Team
SP Energy Networks
3 Prenton Way
Prenton CH43 3ET

This leaflet is also available in Welsh. Should you require a copy, please call 0330 10 10 167 or visit spenergynetworks.co.uk

If you would like to be added to our Priority Services Register, text PSR to 61999. We will normally contact you within 48 hours.



Calls to 03 numbers cost no more than a national rate call to an 01 or 02 number and must count towards any inclusive minutes in the same way as 01 and 02 calls. These rules apply to calls from any type of line including mobile, BT, other fixed line or payphone.

SCP7872 OCT23



Extra support during a power cut

Priority Services Register



How to register for priority services

In the event of a power cut, our teams work around the clock to restore your electricity as quickly as possible. We appreciate for some customers this may be particularly distressing and that's why we offer extra support to customers who feel they need our help.

We keep a Priority Services Register so that we can contact our most vulnerable customers if they do experience a power interruption.



You can join our Priority Services register if you:

- Are over the age of 60
- Have a special communication need
- Depend on electricity for home or medical care
- Have a child under 5 years of age
- Have a chronic illness
- Or just feel you need a little extra help.

You can also register with us if you feel you need support for a short period of time e.g. if you're recovering from an operation, if you are pregnant, or if you are recently bereaved.

Being on our register won't necessarily mean we can restore your power more quickly, however we will try to proactively contact you if we know of a problem in your area.



It won't cost you a penny to join – our Priority Services Register is a **FREE service**. Sign up for the Priority Services Register by using the form to the right or by calling us on **0330 10 10 167**.



To update your details or to be removed from the Priority Services Register simply contact us on **0330 10 10 167**.

What we offer our Priority Services customers

If you register with us;

- We will let you know in advance of a planned interruption to your electricity supply
- We will keep in touch with regular updates during a power cut and if necessary, we can work with external agencies who may be able to assist

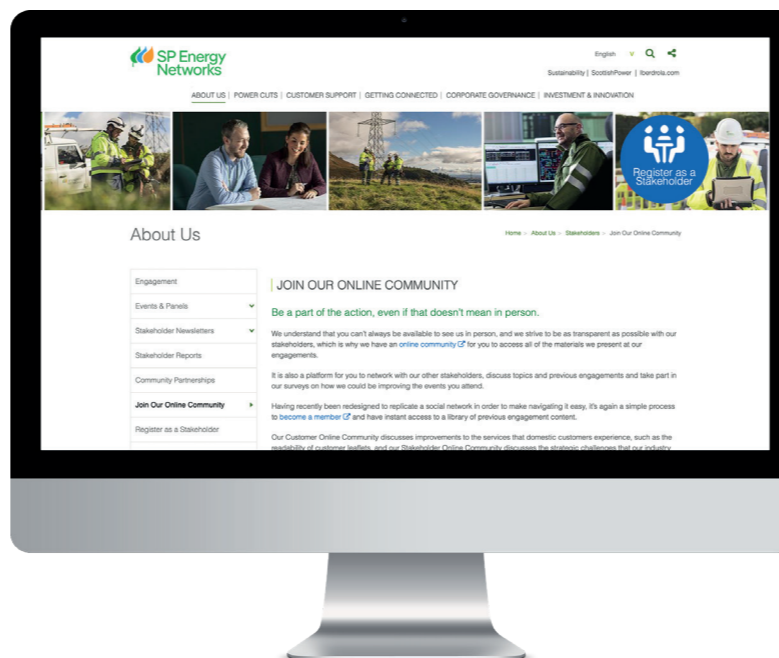


Passwords

If you are blind, have poor sight or you would just like to feel more secure, you can agree a password with us whenever you make an appointment.

Online Community

If you would like to help shape the service offered by SP Energy Networks and help us to identify ways to make improvement please take the time to join our online community at: www.spenergynetworks.co.uk/online_community



Please tell us about your needs below by ticking all the boxes that apply to you:



Medically Dependent Equipment

- Heart, Lung or ventilator machine
- Dialysis, feeding pump and automated medication
- Oxygen concentrator
- Nebuliser
- Sleep apnoea monitor
- Medically dependent on electric showering
- Careline/telecare system
- Medicine refrigeration
- Stair lift
- Bath hoist
- Electric bed

Safety

- Oxygen use
- Poor sense of smell

Poor Mobility

- Physical impairment
- Unable to answer door/restricted movement
- Restricted hand movement

Communications

- Blind
- Partially sighted
- Hearing/speech difficulties (inc. Deaf)
- Unable to communicate in English
- Please tell us the language you would prefer to use: _____

Health

- Chronic/serious illness
- Dementia(s)
- Developmental condition
- Mental health
- Additional presence preferred

Temporary

- Temporary - Life changes
- Temporary - Post hospital recovery
- Temporary - Young adult householder (<18)