

Help for people who are of pensionable age, disabled or have long-term ill health

The Priority Services Register (PSR)

We keep a confidential register of priority service customers who, by virtue of being of pensionable age, disabled or have long-term ill health, require information or advice on the special services available to them. We provide the following services free of charge (where appropriate) to eligible customers who request it (these are described in further detail below):

- Password scheme to protect your security
- Third party representative for correspondence
- Provision of quarterly meter readings

We also use the Priority Services Register to identify those households who may need additional help in the case of an emergency such as loss of supply and to quickly and easily provide advanced warning and additional help in the case of a planned interruption to your supply.

If you are of pensionable age, disabled or have long-term ill health you can ask to be added to our Priority Services Register. You can let us know at any time if you think you should be added to our Priority Services Register via your online account messaging service or by calling us on 0330 2020298 (local rate).

All information that you provide will be treated as confidential. However, we will need to share this information with our representatives or agents and by providing this data you agree to your details being shared with any relevant parties.

We will also send a message to our customers on a yearly basis making them aware of our Priority Services Register and how they can request to be included on this register.

The services we provide to customers on the PSR

If we have confirmed that you are eligible to be included on our PSR the following services may be available free of charge (where appropriate) to eligible customers who request it.

Password scheme

To ensure your continued safety and security when any agent or representative of ours visits your home you can set a password. We will make sure that any agent or representative acting on our behalf uses this password to confirm their identity when they visit your home.

Third party representative to receive correspondence on your behalf

We can arrange for all correspondence (including bills and statements) to be sent or copied to someone else (such as a trusted friend, relation or carer) so that they can help you read and check them. We would normally do this

are managed online it is also possible to let someone else have the login details for your online account so they can check messages and important information for you.

Quarterly meter readings

If there is no one at your property (or anyone else) who can help you read your meter we can arrange to have it read as required by an agent acting on our behalf. All meter readings should be submitted online wherever possible. This means we will be able to bill you more accurately, avoiding estimated bills.

Moving your prepayment meter to make it more accessible

If the prepayment meter where you live is somewhere that means you cannot get access to it, we can arrange to have it moved to a more accessible location as long as it is possible to do so safely. However, we may have to charge a fee to do this so please check with us first.

Advance notice of an interruption to your energy supply

If there is going to be a planned interruption of your supply by the local Distribution Network Operator to carry out essential works, they will let you know in advance.

If you rely on electricity to power vital medical equipment in your home it is very important that you let us know so that we can make sure the local Distribution Network Operator is aware of the situation. This will allow you time to make alternative arrangements.

We can put special arrangements in place to communicate with you in the event of an emergency so you need to let us know if this is required. Alternative arrangements might include, for example, a personal phone call or visit by an agent acting on our behalf.

Hearing or visually impaired customers

The following additional services may also be provided to our PSR customers who have a hearing, speech or visual impairment.

If you are hearing or speech impaired and cannot use the online account messaging service in your online account pages you can let us know that you want to use textphone (minicom) or Text Relay to communicate with us.

If you are visually impaired and cannot use the online account messaging service in your online account pages we can provide information, including meter readings and bills, in a suitable format. This could be in Braille, large print, audio tape or via a telephone call.

Useful contact details

Citizens Advice

<http://www.citizensadvice.org.uk/energy/>

Search for the phone number of your local bureau (CAB) using the search facility on the home page.

Age UK

<http://www.ageuk.org.uk/>

Telephone: 0800 169 6565

Tavis House

1-6 Tavistock Square

London

WC1H 9NA

Royal National Institute for the blind (RNIB)

<http://www.rnib.org.uk>

Telephone: 0303 123 999

Email: helpline@rnib.org.uk

RNIB Headquarters

105 Judd Street

WC1H 9NE

Royal National Institute for the deaf (RNID)

<http://www.actiononhearingloss.org.uk/>

Telephone: 0808 808 0123 (free phone)

Textphone: 0808 808 9000 (free phone)

Telephone: 020 7296 8000

Textphone: 020 7296 8001

Fax: 020 7296 8199

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