

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 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 the register won't necessarily mean we can restore your power more quickly, however where possible we will try to proactively contact you if we know of a problem in your area. This might not always be possible as we may be unaware that you have had a powercut, so please **contact us on 105** if you are without power or call our dedicated PSR line on **0330 10 10 167**.



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

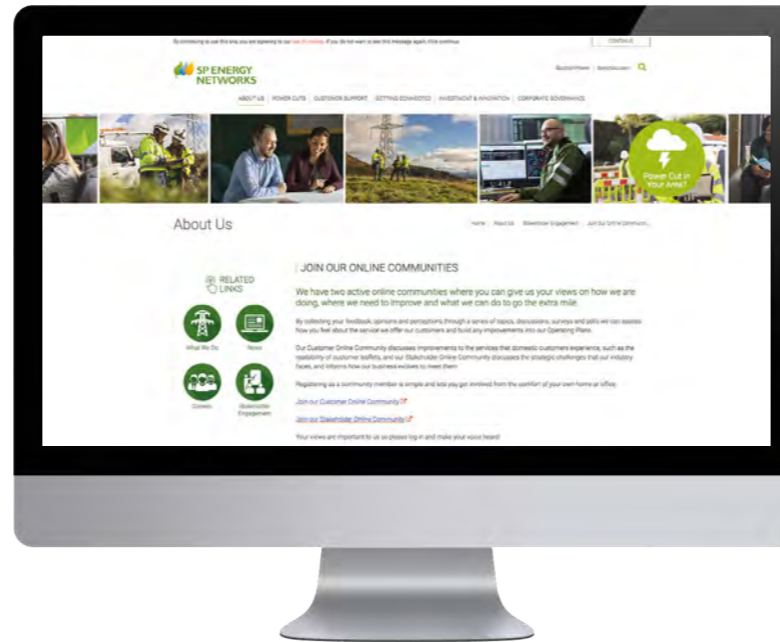


Passwords

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	<input type="checkbox"/>
	Dialysis, feeding pump and automated medication	<input type="checkbox"/>
	Oxygen concentrator	<input type="checkbox"/>
	Nebuliser	<input type="checkbox"/>
	Sleep apnoea monitor	<input type="checkbox"/>
	Medically dependent showering/bathing	<input type="checkbox"/>
	Careline/telecare system	<input type="checkbox"/>
	Medicine refrigeration	<input type="checkbox"/>
Safety	Stair lift	<input type="checkbox"/>
	Bath hoist	<input type="checkbox"/>
	Electric bed	<input type="checkbox"/>
	Oxygen use	<input type="checkbox"/>
Poor Mobility	Poor sense of smell/taste	<input type="checkbox"/>
	Physical impairment	<input type="checkbox"/>
Age Related	Unable to answer door	<input type="checkbox"/>
	Restricted hand movement	<input type="checkbox"/>
	Pensionable age	<input type="checkbox"/>
Communications	Families with children under 5 years of age	<input type="checkbox"/>
	Blind	<input type="checkbox"/>
	Partially sighted	<input type="checkbox"/>
	Hearing impairment	<input type="checkbox"/>
	Speech impairment	<input type="checkbox"/>
	Unable to communicate in English	<input type="checkbox"/>
Health	Please tell us the language you would prefer to use:	<input type="text"/>
	Chronic/serious illness	<input type="checkbox"/>
	Dementia(s)/cognitive impairment	<input type="checkbox"/>
	Developmental condition	<input type="checkbox"/>
	Mental health	<input type="checkbox"/>
	Water Dependent	<input type="checkbox"/>
	Additional presence preferred	<input type="checkbox"/>
Temporary	Temporary - Life changes	<input type="checkbox"/>
	Temporary - Post hospital recovery	<input type="checkbox"/>
	Temporary - Young adult householder (<18)	<input type="checkbox"/>