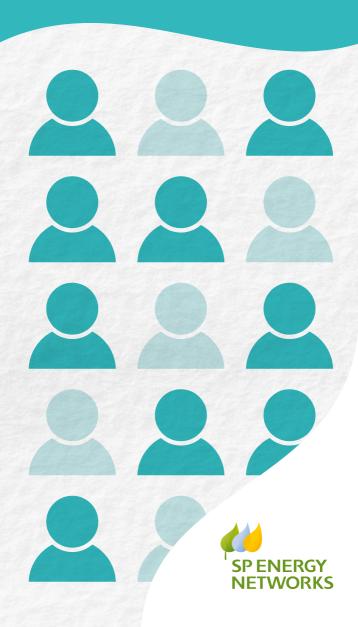
Extra support during a power cut

Priority Services Register



We keep a Priority
Services Register so
that we can contact
our most vulnerable
customers if they do
experience a power
interruption. You can
be included in our
register if you are:

- dependent on medical equipment
- · chronically sick
- disabled

or have some other special needs you would like us to consider.

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 does NOT cost anything to join our Priority Services Register.

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.

You can also contact your electricity supplier who can register you for their other services under their Priority Services Register. The telephone number is on your latest bill.

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 improvements, please take the time to join our on-line community at:

www.spenergynetworks.co.uk/online_community

Application to join Priority Services Register

Please print all your details clearly

Name:	Initials:
Surname:	
Address:	
Postcode:	
Home tel:	
Mobile tel:	
If you have an email address, p	please write it below:
For your security If you would please write it here, using no r	more than 10 letters
How did you hear about the re	egister?
Declaration	
• •	other organisations to store o that you can provide me with that, by law, you are allowed to
Signature:	
Date:	

by ticking all the boxes that apply to you		
Aged over 60 Disabled children at home Blind/partially sighted Learning difficulties Deaf or hard of hearing Restricted movement	Dementia Seriously ill Disabled Speech difficulties Other - please specify	
English is not my first lang		
Do you or anyone at the address rely on equipment that is powered by electricity? Please tick all the boxes that apply		
Bath-hoist Oxygen concentrator Heart-lung machine Sleep apnoea monitor	Home dialysis unit Stair lift Nebuliser Ventilator	
Please give the name of the person using the equipment		
Please return this form to:		
Central & Southern Scotland	Cheshire, Merseyside, North Wales and North Shropshire	
Customer Contact Team SP Energy Networks Strathkelvin House Campsie Road Kirkintilloch	Customer Contact Team SP Energy Networks 3 Prenton Way Prenton CH43 3ET	

Please tell us about your needs below



G66 1RN

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.

- spenergynetworks.co.uk/ priorityservices
- 0330 10 10 444
- customercare@spenergynetworks.com

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

Customer Contact Team

SP Energy Networks Strathkelvin House Campsie Road Kirkintilloch G66 1RN 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 10 444 or visit spenergynetworks.co.uk

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.