

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](http://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, please write it below:

For your security If you would like a security password
please write it here, using no more than 10 letters

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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We will use this password when we call or visit you.

How did you hear about the register?

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.

Signature: _____

Date: _____

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

- | | |
|--|---|
| <input type="checkbox"/> Aged over 60 | <input type="checkbox"/> Dementia |
| <input type="checkbox"/> Disabled children at home | <input type="checkbox"/> Seriously ill |
| <input type="checkbox"/> Blind/partially sighted | <input type="checkbox"/> Disabled |
| <input type="checkbox"/> Learning difficulties | <input type="checkbox"/> Speech difficulties |
| <input type="checkbox"/> Deaf or hard of hearing | <input type="checkbox"/> Other - please specify |
| <input type="checkbox"/> Restricted movement | |

- English is not my first language. Please tell us the language you would prefer to use:

**Do you or anyone at the address rely on
equipment that is powered by electricity?
Please tick all the boxes that apply**

- | | |
|---|---|
| <input type="checkbox"/> Bath-hoist | <input type="checkbox"/> Home dialysis unit |
| <input type="checkbox"/> Oxygen concentrator | <input type="checkbox"/> Stair lift |
| <input type="checkbox"/> Heart-lung machine | <input type="checkbox"/> Nebuliser |
| <input type="checkbox"/> Sleep apnoea monitor | <input type="checkbox"/> Ventilator |

**Please give the name of the person
using the equipment**

Name: _____

Please return this form to:

**Central & Southern
Scotland**

Customer Contact Team
SP Energy Networks
Strathkelvin House
Campsie Road
Kirkintilloch
G66 1RN

**Cheshire, Merseyside, North
Wales and North Shropshire**


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



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](https://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.