

## 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.

**Privacy Notice:** As a Priority Service Customer we collect and process your personal data so that we can contact you if you experience a power interruption.

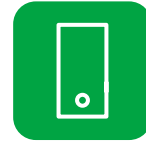
We will process your personal data in accordance with all applicable laws and legislation. We will also share this information with your energy/utility supplier (whoever you chose to pay your bill to), their agents and third parties in order that they may provide the required support. For further details about your rights and how we process your personal data please see the Full Privacy Notice available on our website [www.spenergynetworks.co.uk/pages/privacy.aspx](http://www.spenergynetworks.co.uk/pages/privacy.aspx) or contact the Data Protection Manager at [DP@spenergynetworks.co.uk](mailto:DP@spenergynetworks.co.uk).

You can also contact us by writing to us at:  
Data Protection Manager, SP Energy Networks, 320 St Vincent Street, Glasgow G2 5AD.

\*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.

## 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](http://spenergynetworks.co.uk/priorityservices)

[customercare@spenergynetworks.com](mailto: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](http://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 V4



# 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 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

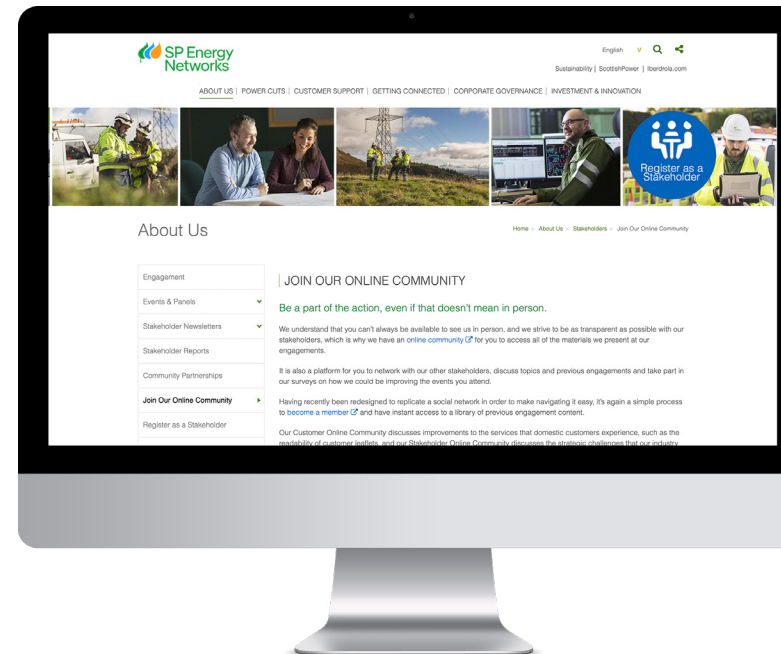


### Passwords

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](http://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

### Age Related

- Pensionable age
- Families with children under 5 years of age

### Communications

- Blind
- Partially sighted
- Hearing impairment
- Speech impairment
- 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
- Water dependant

### Temporary

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