

Power cut?
We can help
those who need
extra support



Who are UK Power Networks?

We own and maintain electricity cables and lines across London, the South East and East of England, making sure that homes and businesses have power.

We deliver your electricity locally, regardless of which company you pay your energy bill to.



Power cut?

Contact us 24 hours a day

- Text **POWER** and your postcode to **80876**. Standard text fees apply to 80876, but any texts we send are free to receive.
- ukpowernetworks.co.uk/liveupdates
- Call us free on 0800 31 63 105 or call 105
- Using your textphone dial 18001 or 0800 31 63 105

  Search UK Power Networks

Need anything else?

- Please call us on **0800 029 4285** (Monday to Friday 9am to 5pm)



The benefits of being on the Priority Services Register.

To give you peace of mind, if you live in London, the East or South East of England, then being on our Priority Services Register will ensure you receive extra support if you experience a power cut.

We can offer:

-  A priority number that you can call 24 hours a day.
-  Text, voice message alerts and a dedicated team who can contact you to keep you updated during a power cut.
-  Tailored support if needed, such as home visits, hot meals, advice and keeping your friends and relatives updated.
-  For your peace of mind, we can contact someone on your behalf and if you would like us to we can agree a security password to keep you safe.
-  In certain scenarios we may also offer free hotel accommodation overnight and transport to the hotel if you need this.
-  For complex power cuts our community welfare teams provide on-site support which includes hot drinks, hot meals, a wifi connection and charge points.
-  We can put you in touch with an expert who can offer you advice on energy bills and energy saving tips.

Who can receive this extra support?

We understand that power cuts can be worrying, especially if you or a member of your family needs electricity for medical reasons, are unwell, or have specific communication needs.

Whether you have a young family or are of pensionable age our Priority Services team are there to provide you and your family with extra support giving you peace of mind if you have a power cut.

To register on our **Priority Services Register** or simply update your details, please visit www.ukpowernetworks.co.uk/power-cut/priority-services

You can view our full Statement of Services by visiting www.ukpowernetworks.co.uk/power-cut/priority-services/psr-promise-and-keeping-your-data-safe



Complete this form to receive Priority Services

Who should we contact about the property during a power cut?

Title: First name:

Last name:

Home Tel:

Mobile:

Email:

Address:

Address:

Address:

Postcode:

Tick this box if you would like to receive priority services from your energy companies, we can pass your information on. We may also be able to share your information with your water supplier, depending on who your supplier is.

Reasons for extra support:

In my property we have someone:

- Who is critically ill
- With poor mobility
- With a hearing impairment
- With a visual impairment
- With a speech impairment
- With mental health difficulties
- Living with Dementia
- Of pensionable age
- Who uses oxygen

Please tick (one) if you need our literature in:

- Larger font braille audio EasyRead

- Who relies on medical equipment that needs electricity and/or water (e.g. Dialysis, Ventilator, Nebuliser or Careline).
- With a developmental condition such as Autism / ADHD
- Who is recovering from medical treatment
- With a child or children under 5
- Who doesn't speak English

Language spoken:

Please list any medical equipment or anything else that isn't mentioned above so we can tailor the support we offer:

To offer this service, we'll keep the information you have given us confidential and only contact you to provide you with support during a power cut or to provide information about the Priority Services Register or other essential services. The information you provide will not be used for marketing purposes but we work with a range of support partners and other organisations that may contact you for feedback about our service. Your feedback is shared with us and Ofgem, our regulator. Your information will be managed in accordance with the General Data Protection Regulation (GDPR). You can update your information at any time. If you are completing this form on behalf of someone else, by completing it you confirm that you have the permission of that person to do so.

Business Reply Plus
Licence Number
RTEA - JEGJ - BJSE

2




PSR
UK Power Networks
Fore Hamlet
Ipswich
IP3 8AA



Useful information

Power cuts are rare these days. However if you do experience one, these contact details could prove useful. Please keep this information in a safe and accessible place.




**POWER CUT?
CALL 105**

UK Power Networks
Delivering your electricity

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Smart Meters

The electricity company who you pay your bills to can arrange to have a free smart meter fitted in your home. There are lots of benefits to having a smart meter including:

- We automatically know when your power has gone off without you having to contact us
- We can check if your power is working without having to visit your home – and sometimes even resolve the issue over the phone
- We can get the right help to you more quickly during a power cut