

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**
- 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.
-  A dedicated team who will 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.

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/priority



Useful information.

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

A poster with a black background on the left and a white background on the right. The black section features a yellow speech bubble with the text 'POWER CUT? CALL 105' and a yellow lightning bolt. Below the speech bubble are several yellow circles of varying sizes, resembling eyes or lights. The white section features the UK Power Networks logo at the top right, which includes the text 'UK Power Networks' and 'Delivering your electricity' next to a stylized orange and white wave graphic. Below the logo, the text 'Power cut? Contact us 24 hours a day' is displayed. A list of contact options follows: 'Text POWER and your postcode to 80876', 'ukpowernetworks.co.uk/liveupdates', 'Call us free on 0800 31 63 105 or call 105', and 'Using your textphone dial 18001 0800 31 63 105'. At the bottom of the white section, there are social media icons for Twitter and Facebook, followed by the text 'Search UK Power Networks'.

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UK Power Networks (Operations) Ltd. Registered in England and Wales.

Registered No. 3870728. Registered Office: 237 Southwark Bridge Road, London, SE1 6NP

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Complete this form to receive a Priority Service

Tick this box if you would like to receive a priority service from your energy companies, we can pass your information on

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

Title: First name:

Reasons for extra support:
In my property we have:

Please tick (one) if you need our literature in:
 Larger font braille audio EasyRead

Last name:

- Someone who is critically ill
- Someone with poor mobility
- Someone with a hearing impairment
- Someone with a visual impairment
- Someone with mental health difficulties
- Someone living with Dementia
- Someone who relies on medical equipment that needs electricity (e.g. Dialysis, Ventilator, Nebuliser or Careline).

- Someone of pensionable age
- Someone with a developmental condition such as Autism / ADHD
- Someone with a child or children under 5
- Someone recovering from medical treatment
- Someone who doesn't speak English

Home Tel:

Mobile:

Email:

Language spoken:

Address:

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

Address:

Address:

Postcode:

To offer this service, we'll keep the information you have given us confidential and only contact you if there is a power cut or to provide information about the Priority Services Register. The information you provide will not be used for marketing purposes but we work with two research organisations, Rant & Rave and Explain Research who 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.

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Business Reply Plus
Licence Number
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UK Power Networks
Fore Hamlet
Ipswich
IP3 8AA

