

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 your priority telephone number **0800 028 4581** or call **105**
- Using your textphone dial **18001 0800 028 4581**

  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.

Now your home is registered you will receive the following help if you have a power cut.

We can offer:

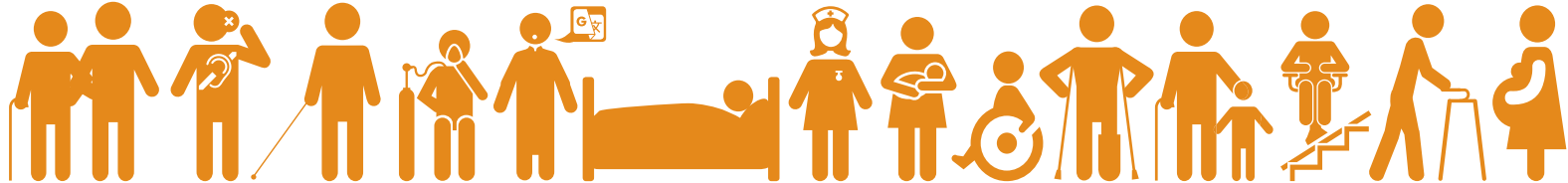
-  A priority number that you can call 24 hours a day.
-  A dedicated team who will contact you to keep you updated during a power cut.
-  Tailored support if you need this such as home visits, hot meals, advice and keeping your friends and relatives updated.
-  For your peace of mind, we can contact 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



Free sticker.

Power cuts are rare these days. However, why not stick this somewhere handy just in case. Maybe on your fridge, on a cupboard door or by your fuse box.



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

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UK Power Networks
Delivering your electricity

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:

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

In my property we have:

EasyRead braille audio or larger font

Last name:

Someone with poor mobility

Someone with a developmental condition such as Autism / ADHD

Someone with a hearing impairment

Someone with a visual impairment

Someone recovering from medical treatment

Home Tel:

Someone of pensionable age

Someone living with Dementia

Mobile:

Someone who is chronically ill

Someone with a child or children under 5

Someone who relies on medical equipment that needs electricity (e.g. Dialysis, Ventilator or Careline).

Email:

Someone who doesn't speak English as a first language

Please state which equipment below.

Address:

Someone with a mental illness

Other (please detail below)

Address:

Address:

Postcode:

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

To offer this service, we'll keep your information you have given us and only contact you if there is a power cut or to provide information about the Priority Services Register. Your personal information will NOT be used by us, or our partners for marketing purposes. Your personal information will be managed in accordance with the Data Protection Act 1998. 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

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Priority Services
UK Power Networks
Fore Hamlet
Ipswich
IP3 8AA

