

Fold

Moisten along gummed edge

Complete this form to receive priority service

Please tick (one) if you need our literature in:
 braille audio or larger font

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

Title: First name:

Last name:

Home Tel:

Mobile:

Email:

Address:

Address:

Address:

Postcode:

Reasons for extra support:

In my property we have:

- Someone with poor mobility
- Someone with a hearing impairment
- Someone with a visual impairment
- Someone of pensionable age
- Someone who is chronically ill
- Someone with a child or children under 5
- Other (please detail below)
- Someone who doesn't speak English as a first language
- Someone recovering from medical treatment
- Someone who has Dementia
- Someone who relies on medical equipment that needs electricity (e.g. Dialysis, Ventilator or Careline). Please state which equipment below.

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.
 Would you like to receive priority support from your energy supplier (the company you pay your energy bills to) including their meter operators and your gas distribution company? If so, tick here and we can pass your information on.

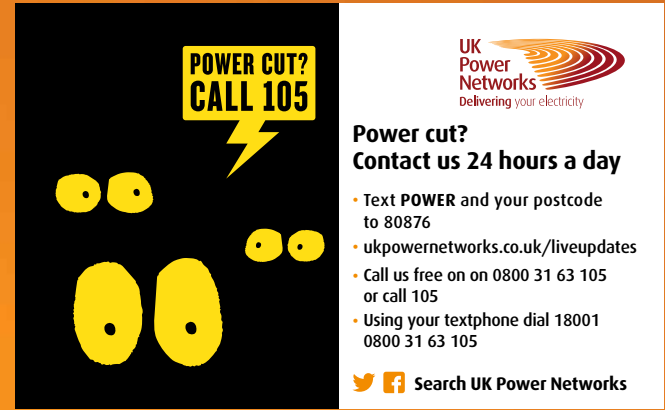
Fold

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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.



Who are UK Power Networks?

Some people still remember us as 'the electricity board'. We own and maintain electricity cables and lines across London, the South East and East of England making sure that your lights stay on and making sure that homes have power. We deliver your power 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)



Priority service and extra support for customers who need it during a power cut.

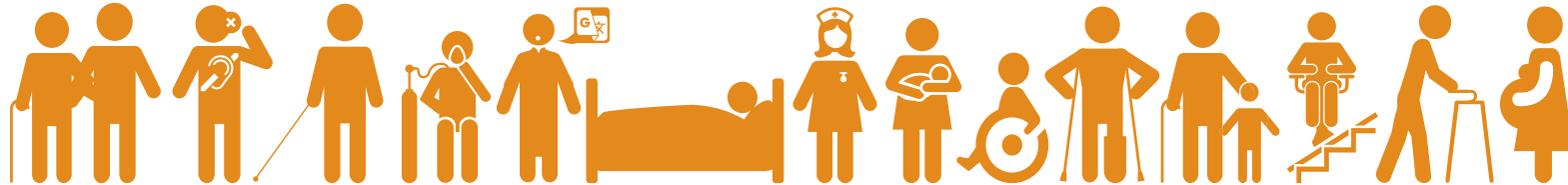
To give you peace of mind, if you live in London, the East or South East of England, then being on our **Priority Services Register** will ensure you will receive extra support if you experience a power cut.

The help we can offer you:

-  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.
-  In certain scenarios we may also offer a free hotel overnight and transport to the hotel if you need this.

Who can receive this extra support?

Anyone who thinks they will benefit from this support, our criteria is very flexible. The more information we have about you when registering, the more we can tailor the support specifically for your property.



Please detach along the perforated line, moisten gummed edge, fold and seal before posting. No stamp or envelope required.



Priority Services
UK Power Networks
Fore Hamlet
Ipswich
IP3 8AA



Business Reply Plus
Licence Number
RTEA - JEGJ - BJSE