



Priority Services Register

At Utility Warehouse, we recognise that the needs of our customers vary greatly.

If you are of pensionable age, long-term sick or are registered disabled, we can place you on our Priority Services Register. This is a confidential register which contains details of any special needs you think we should know about.

We can then ensure that our staff and representatives are aware of any special needs you may have when dealing with your energy supply or visiting your property. It also makes us aware of customers who can be severely affected by the loss of, or disruption to their gas or electricity supply.

How to contact us

If you would like more information about the services in this guide, you can contact us by:

- Phone: call our Customer Service team on 0333 777 0777;
- Textphone / minicom - if you are hearing impaired or have a speech impairment and use a Textphone or Minicom system, you can contact us on 0333 003 5643;
- Email: energy@uwdc.co.uk; or
- Post: Utility Warehouse, Network HQ, 508 Edgware Road, The Hyde, London, NW9 5AB

Range of services

We have a range of services available that may assist you if you are:

- of pensionable age; or
- disabled or suffering from a chronic illness; or
- blind or partially sighted; or
- deaf or hearing impaired; or
- if there is a child under the age of 5 living at your property; or
- if there is anybody vulnerable at the property who would benefit from extra services which relate to their access and safety needs

We offer the following services free of charge:

Password scheme - you can join our password scheme. This allows you to choose a password which is then used by any of our staff or representatives who visit your property. If you want to change your password at any time, just let us know. We will arrange for all the necessary people to know the new password in complete confidence.

Bill re-direction - we can arrange for your bills to be sent to a neighbour, friend, relative or anyone else you choose to nominate if they agree to receive them on your behalf. This may be helpful if you think you may be away from home for a while.

Meter reading - if neither you nor anyone living with you is able to read the meter, you can request that we read your meter once every quarter, and that we inform you of the reading.

Meter repositioning - if you have a prepayment meter and find it difficult to make payments through the meter, we can arrange to move it to a more accessible position.

Alternative format bills - If you find it difficult to read your bills and statements, we can arrange to provide them to you in Braille, large print or by Audio CD.

Special controls and adaptors - if you find it difficult to use a particular appliance our Customer Service team can give you advice on specialist equipment that may assist you.

Gas Safety Check - an annual check of all gas appliances and other gas fittings is available free of charge to qualifying customers. These safety checks are carried out by Gas Safe registered engineers who can also give you advice on the condition of your appliances and their continued safe use. If you would like more information please have a look at the guide on our website "Gas Safety" or contact us by any of the methods listed at the start of this guide and we can discuss this with you.

If anything about your situation changes, let us know and we'll update your details. If at any point you don't want to be on the Priority Services Register anymore, just ask us and we'll do this for you.

Confidentiality

If you are successfully added to the register, we will share these details with other energy companies, such as our meter readers and engineers, and your energy networks. This will mean they can also offer extra support when you may need it, for example if there's a power cut. We will always follow privacy laws and your details will never be used for marketing purposes.

Keeping you supplied

If you are on our Priority Services Register we will ensure that your details, including any password that you may choose to have, are passed to both your gas transporter (who is responsible for the pipeline that brings gas to your property) and the local electricity distribution company (who is responsible for the cables that bring electricity into your home) so that these organisations are aware of your circumstances in case of an emergency or supply disruption that may affect you.

If your gas transporter or your local electricity distribution company has to turn off your supply to carry out essential work, they will then let you know at least two working days before work starts. While we do our best to ensure a continuous supply, please note that this cannot be guaranteed.

If your gas transporter needs to disconnect the gas supply to your property for safety reasons and you or someone living with you is on our Priority Services Register, your gas transporter will provide alternative heating and cooking facilities so far as is reasonably practical to do so. If electricity is crucial to you, it's always a good idea to be able to have standby arrangements.

Advice on the efficient use of energy

We have a team of Energy Efficiency advisors that can be contacted on 0333 003 5647. This fully trained team can give you specialist advice on the efficient use of gas and electricity, provide you with up to date information on energy efficiency measures and can provide you with the contact details of other organisations that deal with energy efficiency advice and measures.

Warm Home Discount Scheme

The Warm Home Discount is a Government led scheme that offers financial support to households that need it most. There are two sections to the Scheme - the Core Group that helps customers of pensionable age; and the Broader Group that helps customers that are in receipt of certain benefits. Full details are available on our website - www.utilitywarehouse.co.uk/clubhouse/warmhome/ or by calling our Customer Service team on 0333 777 0777.

Independent Advice

Citizens Advice consumer service

If you would like to receive free, independent, impartial and practical advice regarding your energy supply, you can contact the Citizens Advice consumer service by:

Phone: 0808 223 1133

Textphone: 18001 0808 223 1133

Website: www.citizensadvice.org.uk/energy/

Details of other organisations that may be able to assist you are provided below.

Age UK

Address: Tavis House, 1-6 Tavistock Square, London, WC1H 9NA

Phone: 0800 169 2081

Website (with online enquiry form): www.ageuk.org.uk/

Disabled Living Foundation

Address: Unit 1, 34 Chatfield Road, Wandsworth, London, SW11 3SE

Phone: 0300 999 0004

Email: helpline@dlf.org.uk

Website: www.dlf.org.uk

Royal National Institute of Blind People (RNIB)

Address: 105 Judd Street, London, WC1H 9NW

Phone: 0303 123 9999

Email: helpline@rnib.org.uk

Website (with online enquiry form): www.rnib.org.uk/

Action on Hearing Loss (new name of the Royal National Institute for Deaf People (RNID))

Address: 1–3 Highbury Station Road, London N1 1SE

Phone: 0808 808 0123

Textphone: 0808 808 9000

Email: information@hearingloss.org.uk

Website: www.actiononhearingloss.org.uk/