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: ☐ braille ☐ audio ☐ or larger font
Last name:		Someone with poor mobility Someone with a hearing impa	
Home Tel:		Someone with a visual impair Someone of pensionable age Someone who is chronically ill	Someone living with Dementia
Mobile:		Someone who doesn't speak English Someone who doesn't speak English that needs electricity (e.g. Dialysis, Vention or Careline).	
Email:		as a first language Someone with a mental illnes	Please state which equipment below.
Address:		Other (please detail below)	
Address:		Please list anything else that isn't mentioned above so we can tailor the support we offer:	
Address:	Postcode:		

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.

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.







UK Power Networks (Operations) Ltd. Registered in England and Wales. Registered No. 3870728. Registered Office: 237 Southwark Bridge Road, London, SE1 6NP



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



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 accomodation 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