

Share your
ideas with
us today!



Need extra support during a power cut or during a water supply interruption?

We are working in partnership to provide a joined up service for you.

Power cuts and water supply outages are rare these days, but letting your utility companies know that you would need extra support means that should you experience an outage they know you need extra help.

If you would like to join the Thames Water or your energy company's (the company you pay your bills to, their meter operators and the gas distribution network) Priority Services Register, just let us know and we can share your details so that they can provide you with extra care too.



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.



Who are Thames Water?

Thames Water look after all of the water pipes and sewers across London and Thames Valley. They fix leaks and look after water bills.

UK Power Networks and Thames Water working together to provide you with extra support in a power cut or a water supply interruption.

Business Reply Plus
Licence Number
RTEA-JEGJ-BJSE



PSR
UK Power Networks
Fore Hamlet
Ipswich
IP3 8AA

UKPNT

Free sticker.
Power cuts and water supply interruptions 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.



The benefits of being on the Priority Services Register.

Once your home is registered you will receive the following help if you have a power cut or water supply interruption.

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 bespoke support which includes hot drinks, hot meals, a wifi connection and charge points.
- Waste supplies delivered to your door if you have specific requirements during a water outage.

Who can receive this extra support?

We understand that power cuts or the loss of water supply can be worrying, especially if you or a member of your family needs electricity or water, are unwell, or have specific communication needs.

Whether you have a young family, or are of pensionable age our Priority Services teams are there to provide you and your family with extra support giving you peace of mind if you have a power cut or a water supply interruption.

To register on our **Priority Services Register** or simply update your details, complete the attached free post form or visit us at: www.ukpowernetworks.co.uk/priority

Or to register for both services at once, fill in this form and tick the box so we can pass your information on to Thames Water.

For more information about how Thames Water can help you during a water supply interruption, visit us at: www.thameswater.co.uk/priorityservices

Instead of having to contact each utility separately, you can complete the attached form and by simply ticking the boxes, we share the information you have provided with Thames Water and your energy companies so that extra care services are provided for you.

Moisten along gummed edge

Complete this form to receive a Priority Service

Who should we contact about the property?
 Title: _____ First name: _____
 Last name: _____
 Home Tel: _____
 Mobile: _____
 Email: _____
 Address: _____
 Address: _____ Postcode: _____

Reasons for extra support:
 If my property we have:
 Someone with poor mobility
 Someone of pensionable age
 Someone who is chronically ill
 Someone with a visual impairment
 Someone with a hearing impairment
 Someone with a child or children under 5
 Someone who doesn't speak English as a first language
 Someone with a mental illness
 Someone with a developmental condition such as Autism or ADHD
 Other (please detail below) _____

By ticking these boxes you confirm that you would like the priority energy supplies (the company you are from Thames Water and your gas, your meter operators and your gas distribution company).
 Your energy companies
 EasyRead Braille Audio Larger font

By ticking these boxes you confirm that you would like the priority energy supplies (the company you are from Thames Water and your gas, your meter operators and your gas distribution company).
 Someone recovering from medical treatment
 Someone living with Dementia
 Someone who relies on medical equipment that needs electricity or water (e.g. dialysis, Ventilator or Cardiac).
 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 need 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, Kantar E-Rowe 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 our privacy policy and we will not share 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.

Moisten along gummed edge

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

