

## Priority services register application form

If you want to take advantage of this service, and you feel you meet the criteria for inclusion on our register, please complete your information below and send them to us at: Priority Services, UK Power Networks, Fore Hamlet, Ipswich IP3 8AA. We will then contact you with further detail.

.....  
Name

.....  
Telephone number

Alternative number

.....  
How to contact you in a power cut

Call your home phone and leave an automated message

Send a text

.....  
Address including Postcode

.....  
Reason for inclusion

.....  
Email address

.....  
**By filling in this form you agree for us to share your details with the British Red Cross, our contractors and emergency responders.**

UK Power Networks, Metropolitan House,  
Darkes Lane, Potters Bar, Hertfordshire, EN6 1AG  
Registered office: Newington House, 237 Southwark Bridge Road, London SE1 6NP  
Registered number: 7290590 registered in England and Wales



# Priority Service for customers with special needs during power cuts

UK Power Networks looks after the electricity network in London, the South East and East of England.

We are responsible for all the overhead lines, underground cables and substations. So, if you have a power cut we're the people to contact regardless of who you pay your bill to.

We want to provide you with a safe and reliable supply of electricity. But, however hard we try, power cuts sometimes happen.

We all know how difficult it is during a power cut but recognise how especially worrying it must be for those reliant on electricity for medical equipment or who have other special needs.

Customers with special needs often ask if we can offer them anything extra during power cuts - we can.

We keep details of our most vulnerable customers on our Priority Services Register. Although this won't necessarily mean we can restore your power more quickly because of engineering restrictions, we can offer you additional help and support during a power cut.

If we need to do planned work on our network, we'll give you time to prepare by telling you at least five days in advance. If we do this, make sure you have everything you'll need in one place.

### Emergency and powercut helplines

London	0800 028 0247
East of England	0800 783 8838
South East	0800 783 8866



### Helpful hints

- Always let us know you have a power cut as sometimes we're unaware of local cuts
- Keep all emergency contact numbers handy including friends, family and carers
- Keep a torch and spare batteries handy
- Take care when using candles and other naked flames
- Keep warm by wearing several layers
- If your stair lift is mains operated, it will stop where it is during a power cut. Check whether there is a manual release handle or battery back up to return you safely to ground level. Contact your manufacturer for more information.
- Most modern cordless phones won't work during a power cut. Keep an ordinary telephone on each floor of your home

- Try to keep a battery-operated radio somewhere handy as local stations broadcast helpful information during storms or floods.

### Who can be included on the register

- Any customer living in our network areas who is: dependent on electricity for medical equipment such as oxygen/nebuliser/dialysis/apnoea/bed bath hoist/chair stair lift
- Chronically sick/disabled such as: blind/deaf/speech difficulties/mobility problems
- A special case that we should consider

NHS Direct helpline number:  
**0845 4647**

Contact us at email:  
**prs@ukpowernetworks.co.uk**  
Tel: **0800 169 9970**

Leave your name and number  
and we will return your call.

# Priority services register

### What can we offer/ additional service

- We try and proactively contact customers on our register if we know of a power cut in your area.
- We try to keep in touch with regular updates during a fault.

**Note:** For these services you need a standard landline telephone that accepts calls from withheld telephone numbers

- If necessary, we can ask the British Red Cross to visit to offer help. We treat your information as confidential but when planning how to deal with, and during, emergencies we will pass your details on to the:

- British Red Cross, who offer help and support on our behalf
- Our contractors, who may need to tell you of planned work
- Other emergency responders such as the police, fire and rescue service, local authorities and ambulance service.

### This is done with your safety and well being in mind.

If you require further information on what we do at UK Power Networks please contact us for our statement booklet.

Under our licence conditions we are obliged to pass your details to your electricity supplier.

