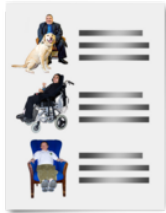


Priority Services Register

What is the Priority Services Register?



The Priority Services Register is a list of people who can get extra help with their gas, electricity and water.



Each company that supplies gas, electricity or water has their own Priority Services Register.



It is free to join the Priority Services Register.



If you have a learning disability and would like extra help with your gas, electricity or water, you can ask to join the Priority Services Register.

How do I join the Priority Services Register?



You will need to contact your gas and electricity **network operators** and your water supplier.



A **network operator** is the company who own and look after the gas pipes and electricity cables.



You can find the contact details for your gas and electricity **network operators** by typing your postcode on [this page of the Energy Networks Association website](#).



The network operators for your gas and electricity are **not** the companies who you pay your bills to.

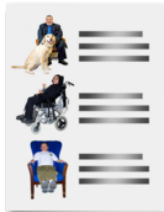


You can find the contact details for your water supplier on your water bill, or by typing your postcode on [this page of the ofwat website](#).



When you contact a company, they might be able to contact the other companies for you so that you are on the Priority Services Register for your gas, electricity and water.

What help will I get if I join the Priority Services Register?



Each company helps the people on their Priority Services Register in different ways.



If you are on the Priority Services Register, your gas, electricity or water company might be able to:



- Let you know if they plan to do some work which will mean your gas, electricity or water will be turned off.



- Make sure you can use your health and medical equipment if you do not have any electricity.



- Make sure you are warm enough and can eat and make hot drinks if you do not have any gas or electricity.



- Make sure you have water if there is a water leak or the water is turned off.



- Send you bills in a way which makes them easier for you to understand (for example in easy read or large print)



or read your bills to you over the phone.



- Send your bills to someone who helps you (for example someone in your family).



- Agree a password that people will use if they visit you to check your gas, electric or water.



Contact your gas, electric and water companies and ask them what help they give to people on their Priority Services Register.

