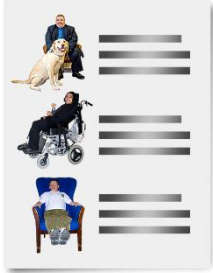


Priority Services Register

What is the Priority Services Register?

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



Each company that supplies gas, electric 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?



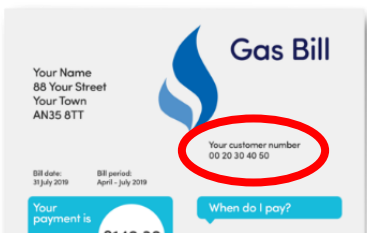
You will need to contact the companies that supply you with your gas, electric and water.



If you get your gas, electric and water from different companies, you will need to contact each company.

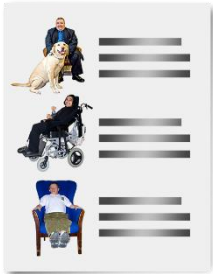


Your gas, electric and water bills will tell you how you can contact each company.



When you contact each company, you will need to know your account number. You can find this on your bill.

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, electric or water company might be able to:



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



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



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



- 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 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.



Thank you to photosymbols for helping us make this easy read.