

The Priority Services Register is a free service offered by all Energy Suppliers. You can update your details as often as you like by visiting **www.utilita.co.uk/PSR** and completing our online form or by contacting our Customer Care Team on **03303 337 456**

Visit our online Help Centre

www.utilita.co.uk/help

Call our Customer Care Team

03303 337 456

Opening Hours

8:00am - 8:00pm Mon - Fri

8:00am - 5:00pm Sat & Sun

Emergency Line

If you have lost supply please
call 03452 068 999

Opening Hours

8:00am - 10:00pm every day



Priority Services Register

We're committed to giving you
the best service we can



Priority Services Register

We're committed to giving you the best service we can. If you need a little extra support, you may be eligible for the

Priority Services Register.

We can offer additional support if you -

- Are of pensionable age
- Have a serious or chronic illness
- Are medically dependent on electricity
- Are visually or hearing impaired
- Have developmental conditions
- Are unable to communicate in English
- Experience Mental Health difficulties
- Are physically impaired
- Have young children under 5 or,
- Are experiencing temporary personal or medical issues

How to register

You can register by visiting www.utilita.co.uk/PSR and completing the online application, by filling in the enclosed form and returning in the FREEPOST envelope provided or by calling us on **03303 337 456** and speaking to one of our Customer Services Advisors.

What can we help with?

If you are on the **Priority Services Register**, we can help provide support dependent on your needs. We can:

- Set up a password to help you identify Utilita and their 3rd parties
- Arrange for someone to attend your property to read your meters free of charge
- Arrange for your meter to be moved for ease of access, if your meter is in an inaccessible location*
- Supply large print or braille correspondence if you have sight problems
- Free support and advice on the services available to you
- Contact you if we see your supply has gone off and you require a constant supply due to a medical condition

* Restrictions apply.



Have you considered also registering with your water company who may offer similar support services?

Please be aware, your water supplier might also have this type of register. For more information, please contact them directly.

Priority Services Register Promise

- The Priority Services Register (PSR) is free to join. It helps energy companies* like us to look after customers who have extra communication, access or safety needs. It helps us tailor our services to support households who may need extra help.
- The PSR promise is made by all energy companies in England, Wales and Scotland. We promise to only share details as agreed with you, about your personal situation with our trusted partners** so they can tailor their services to help you.
- By sharing your details with trusted partners, you'll get extra support when you need it. For example, some customers depending upon their circumstances may be given priority if there's a power cut. We will always follow privacy laws and your PSR information will never be used for marketing.
- Once you've joined, you may be contacted to make sure your details are accurate and up to date. This will make sure we can give you the best support for your needs.
- If anything about your situation changes you can tell your energy company and they'll update your details. If you don't want to be on the PSR anymore, just ask to be removed and they'll do this for you.
- If you want to know more about the PSR, speak with your energy company, or you can visit their website.

* Energy companies include gas and electricity suppliers, the networks companies who transport energy to your home and meter operators.

** Partners include trusted charities such as the British Red Cross, who may assist during incident situations to support companies in safeguarding you and other household members.



Account Nominee Scheme

If you would like to nominate another person, such as your carer or next of kin, to manage your account for you, we can arrange this with your permission. You just need to ensure that you choose someone that you trust and who understands your needs. We can also arrange to re-direct any bills or statements to a different address if you would like somebody else to manage your account.

Customers with Hearing Difficulties

If you have difficulty hearing it may be easier for you if we put all information in writing, either by letter or email. Just send any enquiries to PSR@utilita.co.uk. Alternatively, you can nominate a trusted friend or family member to speak on your behalf. Just let us know how you would like to communicate with us and we will do our best to accommodate you.

Blind and Partially Sighted Customers

- We can arrange for large print and Braille versions of letters and bills to be sent to customers who are partially sighted or blind.
- If it is easier for us to explain your bill verbally, then we can arrange for a Customer Services Advisor to call you once a month or quarter.
- You can even nominate someone else such as a close relative or carer to receive your bill or any correspondence from us.

Need more advice?

Action on hearing loss - www.actiononhearingloss.org.uk

Age UK - www.ageuk.org.uk

Scope UK - www.scope.org.uk

Sense – www.sense.org.uk

Citizens Advice - www.citizensadvice.org.uk

Disability Rights UK - www.disabilityrightsuk.org

The Home Heat Helpline - www.homeheathelpline.org.uk

Issues to consider If you have Priority Needs

Security

- All representatives from Utilita and our associated Meter Reading or Operating companies will have a valid ID photo badge.
- They will immediately be able to tell you who they are and what the purpose of their visit is. If they cannot provide this information, do NOT let them in.
- You can always call a Customer Services Advisor and check their identity by dialling **03452 072 000**. For more information, see our Code of Practice, 'Arrangements for Site Access'.



Arranging a password

All of our customers are entitled to arrange a password of up to 25 characters, which you can use to verify the identity of our representatives when they visit your home. This password can be arranged with any member of our Customer Services Team or through our website and be changed as often as you like.

Accessing your prepayment meter

- Smart Pay As You Go meters can be topped up remotely, which can be really useful if you have mobility issues and can't get to the meters in order to plug in a key or a card and top-up.
- If there is a minor fault with the meter we sometimes ask the customer to follow some simple procedures related to the meter itself, such as resetting it.
 - It may also be necessary to arrange for your meters to be moved to be more accessible for you (restrictions apply).





Reading your meters

If you inform us that there is nobody over the age of 18 on your premise that is able to read the meter, we will arrange to send a meter reader to do this for you until your smart meters are installed to ensure accurate billing.

Rely on electricity?

If you have medical equipment that relies on an electricity supply, it is even more important that you join our Priority Services Register.

- If you are on a prepayment meter however, we cannot prevent you from self-disconnecting, as the meters will shut themselves off when the Emergency Credit runs out.
- If you are reliant on a constant power supply for health or medical reasons, we would not usually recommend prepayment meters as the best way of managing your energy bills.
- If you are struggling to keep your meters topped-up, please call us to discuss alternatives to ensure that you do not risk going off supply.
- If your supply of gas is disconnected for safety reasons we will do our best to facilitate alternative heating and cooking facilities for you.
- It is our responsibility to inform the relevant Gas Transporter or Electricity Distribution Company of your password should they have any need to call at your property*.

* Please note that we need your consent to share your Priority Services Register data with Network Operators for you to benefit from this. If you refuse, we cannot send your data.

Issues to consider Energy Safety

Free Gas Safety Checks

If any of the adults in your home are disabled, chronically sick, pregnant or of pensionable age, you are entitled to a free safety check of your gas appliances every year.

Gas escape

If you smell gas, or suspect that there has been an escape of other fumes such as Carbon Monoxide, then you need to call the Gas Emergency Service free 24 hour national emergency number on **0800 111 999**. Minicom users can call **0800 371 787**.

Whilst you are waiting for an engineer, there are a number of safety measures you can take:

- Do not smoke
- Do not use naked flames
- Do not turn electrical switches on or off
- Turn off the gas mains supply at the meter
- Open doors and windows to ventilate the house
- Leave the premises





Things to consider

Energy Efficiency Advice

Impartial Advice

We'll do everything we can to help you, but if you would like any independent advice then you may want to contact the Citizens Advice Consumer Service. This provides free, confidential and impartial advice on consumer issues. Visit www.adviceguide.org.uk or call the Citizens Advice consumer helpline on **03454 040 506**.

There are a number of other organisations that may also be able to help you if you have priority needs:

Age UK

Call - 0800 169 8787
www.ageuk.org.uk

Energy Saving Trust

Call - 0800 512 012
www.energysavingtrust.org.uk

Royal National Institute for the Blind

Call - 0303 123 9999
www.rnib.org.uk

Royal National Institute for the Deaf (Action on Hearing Loss)

Call - 0808 808 0123
Textphone - 0808 808 9000
www.actiononhearingloss.org.uk

If you would like a copy of this, or any other code of practice in Braille or audio form, please get in touch by calling our customer helpline on **03303 337 442** or emailing PSR@utilita.co.uk. Copies of this document can be posted to any of our customers free of charge.

Heating

When using a boiler for central heating, it is best for the boiler to be on a low-mid setting for a longer period of time.

Timer – Setting a timer will mean the boiler will only be used when needed, rather than using unnecessary amounts of energy.

Temperature – The higher the heat or power that the boiler is set to, the more energy it will burn. It is more efficient for it to be set to a low heat for a longer period.

An immersion heater uses electricity to heat water which can be expensive. The most efficient way of using an immersion heater is to set a timer - this means it will only heat up a tank of water and not waste energy heating the tank constantly.

Temperature

When using the heating, a common mistake is to have the heating on too high or for too long. We would advise that:

- When setting the temperature, the most effective range is between 18-21 degrees Celsius on your thermostat.
- Once the thermostat is set, the most efficient way of using is to leave it set on the desired temperature. If you do turn your thermostat up even higher, you'll probably simply "find it's a bit too hot" - and you'll have wasted energy and cash in the process.

Radiators

- Adjust the radiator valves to control heat flow in rooms separately.
- Using a radiator in a room which is not used wastes a lot of energy!
- We would advise a setting of 1-2 in unused rooms and 3-4 in rooms used more often. (And then close the door on unused rooms)

Economy 7

Tariff – During the day your tariff will be more expensive and during the night will be cheaper. To heat when you have storage heaters, the most efficient way of storing energy is to charge them overnight.

Storage heater – When using storage heaters it is important to make sure the input and output are set correctly. If the input is set too low a low amount of heat is being generated and if the output is too high, heat could be escaping. This would result in the need to use the boost function during the day which is more expensive.

Electrical Appliances

- Electric heating is expensive - gas heating can be considerably cheaper
- Unless necessary, it is advisable to avoid using electric heaters/fires
- All appliances that use electricity to generate heat will cost more to run than those that don't
- Make sure these appliances are completely switched off when not in use

Standby

- When you're finished with an appliance, turn it off rather than leaving it on standby
- Laptops, phones, PCs, TVs and consoles left on charge overnight will still use electricity
- The typical cost per year for a tumble dryer left on standby would be up to £100, for a TV it would be up to £40

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