

How energy companies address vulnerability and Priority Services



UK Power Networks

Christine Tate
25 March 2021



About UK Power Networks



Keeping the lights on in

London, East and South East of England

8.3m connected customers

Households and businesses

18m people served

28% of UK population



What is the Priority Services Register?

A free essential service that is required by all Utility companies in the UK, including energy companies and water companies. All electricity network providers must provide any household registered to Priority Services additional support during a power cut

Benefits from being on UK Power Networks' Priority Services Register include:



A **priority number** that you can call 24 hours a day



Text and voice message alerts, letting you know when we are aware of a power cut in the area



Tailored support such as **home visits, hot meals, advice** and how to keep your friends and relatives updated



Where possible we will send you text and voice messages when we expect severe weather to help you prepare



In certain scenarios we may also offer a free hotel overnight and transport to the hotel

In complex power cuts our community welfare teams can provide hot drinks, hot meals, a wifi connection and phone charge points

[Link to short video explaining the PSR](#)

Additional benefits from being on UK Power Networks' Priority Services Register include



For your peace of mind, we can contact someone on your behalf



We can put you in touch with an expert who can offer you advice on energy bills and energy saving tips



For those who are medically vulnerable we can provide an emergency kit

By signing up with UK Power Networks, customers can also opt-in to get support from their energy supplier such as bills and communications in the best format for you, a free gas safety check, support to get your meter reads and more. In some cases they can also opt in to register on their water supplier's PSR.

[Link to short video explaining the PSR](#)



How do people sign up?

Online Form

Time to complete =
Less than 5 minutes

Application form

To receive extra support during a power cut, if you live in our area (type in your postcode to check that you are) please complete the short form below or [download the application form](#).

We take our data privacy seriously, if you would like to view our Data Policy please [click here](#). You can also view the Priority Services Promise [here](#).

Address: House number or name *

Postcode:* [Find my address](#) ▶

Who should we contact about the property during a power cut?

Title:

First name:*

Last name:*

Telephone number:*

Mobile number:

Email address:

Is there anyone else we can contact about the property during a power cut?

Title:

First name:

Last name:

Telephone number:

Mobile number:

Email address:

Please select if anyone in the properties needs meet any of the following criteria:

- Reasons for inclusion:*
- Rely on medical equipment
 - Chronic/ serious illness
 - Safety concern
 - Poor mobility
 - Communication need
(such as blind, partially sighted, Deaf or non-English speaking)
 - Dementia(s)/Cognitive impairment
 - Developmental condition
(such as ADHD, Autism Spectrum Disorders, Down Syndrome and Dyspraxia)
 - Pensionable age
 - Family with young children 5 or under
 - Mental health
 - Temporary registration
(such as a recent bereavement, divorce, redundancy, major surgery or stay in hospital)
 - Water dependent

Would you like to receive priority support from your energy supplier (the company you pay your energy bills to) including their meter operators and your gas distribution company? If so, tick here and we can pass your information on .

Opt-in to also be registered
with customer's energy
supplier

Link to the Online Form:

Click on **Sign up** and select 'Complete online application form'

www.ukpowernetworks.co.uk/CommEnergy

Other formats or channels

Phone 0800 169 9970

[Printable Application form \(easy read\)](#)

Email psr@ukpowernetworks.co.uk

Whatsapp +44 20 3282 0642

What happens after a customer signs up?

Receives a welcome pack with all the information

Customer contacted in case of a power cut

Available phone line with reduced waiting times

Why is the PSR so important?

- Power cuts are rare these days, but for some, dealing with such an inconvenience, could be more worrying due to their personal circumstances
- It's important that those eligible are on the register, so that they can be supported appropriately in those events
- UK Power Networks work with many partners to provide financial and wider energy efficiency and energy related support
- We know that financial vulnerability and non-financial vulnerabilities are not the same. However, data shows that non-financial vulnerabilities appear more prevalent in areas of wealth deprivation across London
- And since the start of the pandemic, this has become more important than ever

If you come across anyone who is eligible, we need your help to make sure people are aware of the support available and get on the PSR if they are eligible

Can You help?

- 1. Share a relevant post in your social media channels** with a link to the UKPN information page and form, and free phone for queries. We can provide suggested short description, but you may want to adapt wording to fit your channels or highlight what you feel is most relevant.
- 2. Spread the word about the UK Power Networks Priority Services Register in any newsletters or magazines** that are going out to the community, such as local COVID news. We can provide a longer description but understand you may want to adapt wording to fit your channels or highlight what you feel is most relevant.
- 3. List the UK Power Networks Priority Services Register as a resource in your website.**

Q&A



Thank you for Listening