



Electricity North West Limited
Priority Service Customers
PO Box 218
Warrington
WA3 9BV

General advice for loss of electricity supply

- Dress warmly in several layers of clothes.
- Keep a torch handy and check the batteries are working.
We recommend that you avoid the use of candles, paraffin and gas lamps. If you do use them take great care – it's easy to start a fire.
- Keep fridges and freezers closed as they will normally stay cold for many hours.
- If possible, fill a flask with hot water and a hot water bottle before the electricity is turned off.
- Remember that modern cordless phones won't work without electricity.
- If you have an oxygen concentrator you can contact Air Liquide UK on 0808 143 9992 for help during a supply interruption.
- If your electricity goes off and you're worried that you or a family member may be at immediate risk, please phone your local hospital or NHS Direct on 0845 4647.

- **Consumer Direct:** www.consumerdirect.gov.uk or call 08454 040506
- **Citizens Advice:** www.citizensadvice.org.uk to find your nearest branch
- **Age UK:** www.ageuk.org.uk to find your nearest branch.

 ElectricityNorthWest  @ElectricityNW



Bringing energy to your door

Electricity North West Limited, 304 Bridgewater Place,
Birchwood Park, Warrington, WA3 6XG
0800 195 4141
Registered in England and Wales • Registered Number 2366949



Bringing energy to your door

In partnership with
 BritishRedCross

Additional support for vulnerable customers

Priority Service Register





Who is Electricity North West?

Electricity North West own, operate and maintain the electricity distribution network in the North West. We provide energy to 5 million customers in the region and we pride ourselves on delivering a safe, reliable and sometimes vital supply of electricity to your home.

What is the Priority Services Register?

We understand that many of our customers have individual needs and there may be times when you need extra support, for example, when there is an unexpected power cut.

Our Priority Services Register helps us keep track of our vulnerable customers, so that we can provide priority treatment during such times of uncertainty.

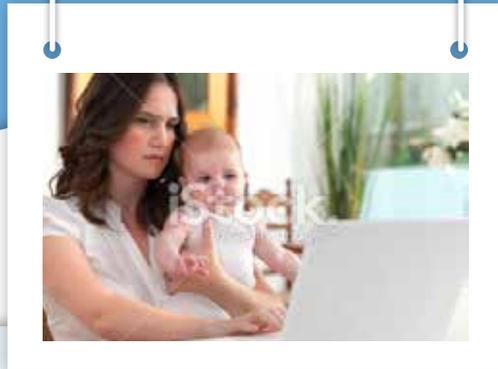
Is the Priority Services Register for me?

If you feel that you require extra assistance from us, particularly when you suffer a power cut, then you should join our Priority Services Register.

When you join our register, you will have the comfort of knowing that additional support will be available to you and you won't be alone.

You are eligible to join our Priority Services Register if for example, you are medically dependent on electricity.

Please see the application form attached for further details.



Benefits of joining the register

- Our partnerships - We work alongside the British Red Cross who provide emotional and practical support. Air Liquide UK also provide vital back up supplies for customers who are dependent on oxygen.
- Nominated contact - You can nominate a friend or family member as your main contact and we will also keep them updated in the event of a power cut.
- Practical items - When appropriate, we can arrange to visit you at your home and drop of some useful items, *(such as warm blankets and torches and help you prepare for planned or unplanned power cuts.)*
- Weather - As the weather can have a significant impact on our electricity network, if we receive a weather warning that alerts us to potential hazards to the electricity network we will text you and let you know about it, so you have time to prepare, in case you have a power cut.

We know some of our customers need extra help, that's why we're here 24 hours a day, 365 days a year.

Priority Services Register Application Form

Please print all of your details in block capitals.

| | | | |
|--|--|--|--|
| | | <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms (please tick) | |
| Name | | | |
| Address | | | |
| | | Postcode | |
| Telephone | | | |
| Mobile | | | |
| Email | | | |
| If you would like to nominate a friend or family member as your contact we will contact them if we are unable to reach you: | | Nominated contact | |
| | | Contact number | |
| Please tick reason(s) why you wish to be added to our Priority Services register: | | | |
| <input type="checkbox"/> Nebuliser <input type="checkbox"/> Heart/Lung machine <input type="checkbox"/> Kidney dialysis <input type="checkbox"/> Oxygen concentrator <input type="checkbox"/> Ventilator <input type="checkbox"/> Apnoea monitor <input type="checkbox"/> Other medical dependency on electricity <input type="checkbox"/> Blind <input type="checkbox"/> Partial sighted <input type="checkbox"/> Deaf <input type="checkbox"/> Hearing impaired <input type="checkbox"/> Stair lift <input type="checkbox"/> Bath hoist <input type="checkbox"/> Elderly (60+) <input type="checkbox"/> Disabled <input type="checkbox"/> Speech difficulties <input type="checkbox"/> Foreign language speaker <input type="checkbox"/> Learning difficulties <input type="checkbox"/> Restricted movement <input type="checkbox"/> Dementia <input type="checkbox"/> Other | | | |
| On receiving your application form we will ring you to confirm some additional information and see if you would like to register a password with us, please indicate which is the best time for us to call you. | | | |
| <input type="checkbox"/> A.M. <input type="checkbox"/> P.M. <input type="checkbox"/> Evenings | | | |

To register please return the attached application form to us or

Visit www.enwl.co.uk/our-services/electricity-priority-service-customer

Email enquires@enwl.co.uk Call 0800 195 4141 Minicom 0800 458 9767