

Now that I'm on a Priority Services Register I get extra help sorting out my energy needs.

Are you

- a pensioner?
- a disabled person?
- hearing or visually impaired?

Or do you have

- a chronic illness or long term medical condition?

Then you may be entitled to sign up to the Priority Services Registers of your energy supplier and network operator, the organisations that maintain the electricity lines and water supply to our homes.

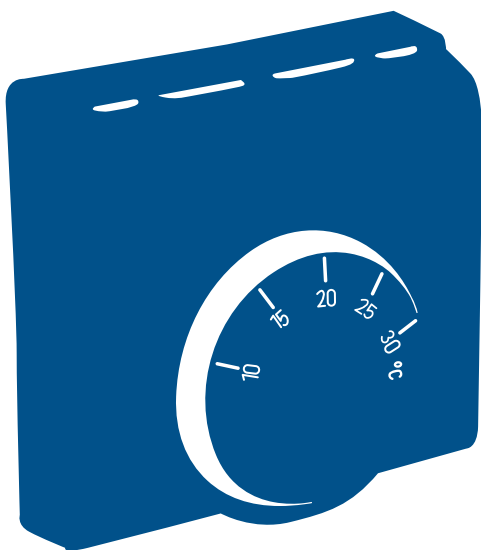
**citizens
advice**

All energy suppliers and network operators hold lists called Priority Services Registers.

If you're on these lists you're given extra help with things like using your meter. You're also given priority in case of an emergency, like a power cut. If you're disabled, have a chronic illness or above a certain age, you may be eligible to be on a Priority Services Register.

You may be entitled to:

- Advance notice if your energy supply is going to be interrupted.
- Priority reconnection if your supply is interrupted (such as during a power cut).



- Alternative facilities for cooking and heating if your supply is interrupted.
- Extra help to use your meter or appliances.
- Annual gas safety checks.
- Free advice on being more energy-efficient.
- Protection from cold callers with a password protection scheme to keep you safe.
- Having your meter moved free of charge if it's hard for you to use or read the meter.
- Regular meter readings if you can't read your meter.
- Bills sent to a relative, carer or friend to help you check them.
- Your bills and meter readings in braille, large print, audio tape, textphone or typetalk if you're visually impaired.
- Help during an emergency such as a power cut.

If you think you are eligible, ask your adviser on how to sign up or call your energy supplier who will be able to sign you up.

Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment. We're here for everyone.

For more information contact the Citizens Advice consumer service.

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Monday to Friday, 9am to 5pm

citizensadvice.org.uk



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