



## Please join the Priority Services Register or update any existing registrations

**We are about to go into a period of cold weather, so now is the time to make sure that you have support available should power, gas or water cuts occur.**

The Priority Services Register is a free support service to help people in vulnerable situations offered by energy suppliers and network operators. Each keep their own register, although some share with each other.

We recommend that people who may be vulnerable or at risk during severe weather should be on a Priority Services Register. Friends and relatives can assist those who may be in need of a bit of help to register, such as the elderly or people with serious medical conditions, or those who may not have Internet access and therefore may not have received this message. Each operator can be contacted online or by phone.

Similarly, if your household is already registered, please make sure that your registration is fully up to date, for example, to ensure that contact details and special needs remain accurate.

### **Please act now, don't wait!**

Power cuts don't happen very often, but if the electricity, gas or water supply network is damaged or develops a fault, engineers work around the clock 24/7 to restore supplies as quickly as is safely possible. Being on a Priority Services Register will ensure that extra support will be received if the customer experiences an outage. Support is likely to include:

- A priority number that you can call 24 hours a day
- Text and voice message alerts, letting you know when they are aware of a large power cut in your area or should your water supply be interrupted
- Tailored support if needed such as home visits, hot meals, advice and keeping your friends and relatives updated
- Where possible they will send you text and voice messages when severe weather is expected, to help you prepare
- In certain scenarios they may also offer a free hotel overnight and transport to the hotel
- For complex power cuts, community welfare teams provide on-site support which includes hot drinks, hot meals, a Wi-Fi connection and charge points.

Ofgem has a summary at <https://www.ofgem.gov.uk/information-consumers/energy-advice-households/getting-extra-help-priority-services-register>, and includes help in finding the suppliers in your area. As various energy suppliers and network operators are active in Sussex, the following are the ones who cover most of the county, but there are some others.

### **Electricity**

UK Power Networks – most of the SE of England <https://www.ukpowernetworks.co.uk/power-cut/priority-services/about-the-priority-services-register>

SSEN – parts of the West of Sussex <https://www.ssen.co.uk/PriorityServices/>

### **Water**

Southern Water <https://www.southernwater.co.uk/help-advice/join-our-priority-services-register>

South East Water <https://www.southeastwater.co.uk/get-help/help-for-priority-customers>

