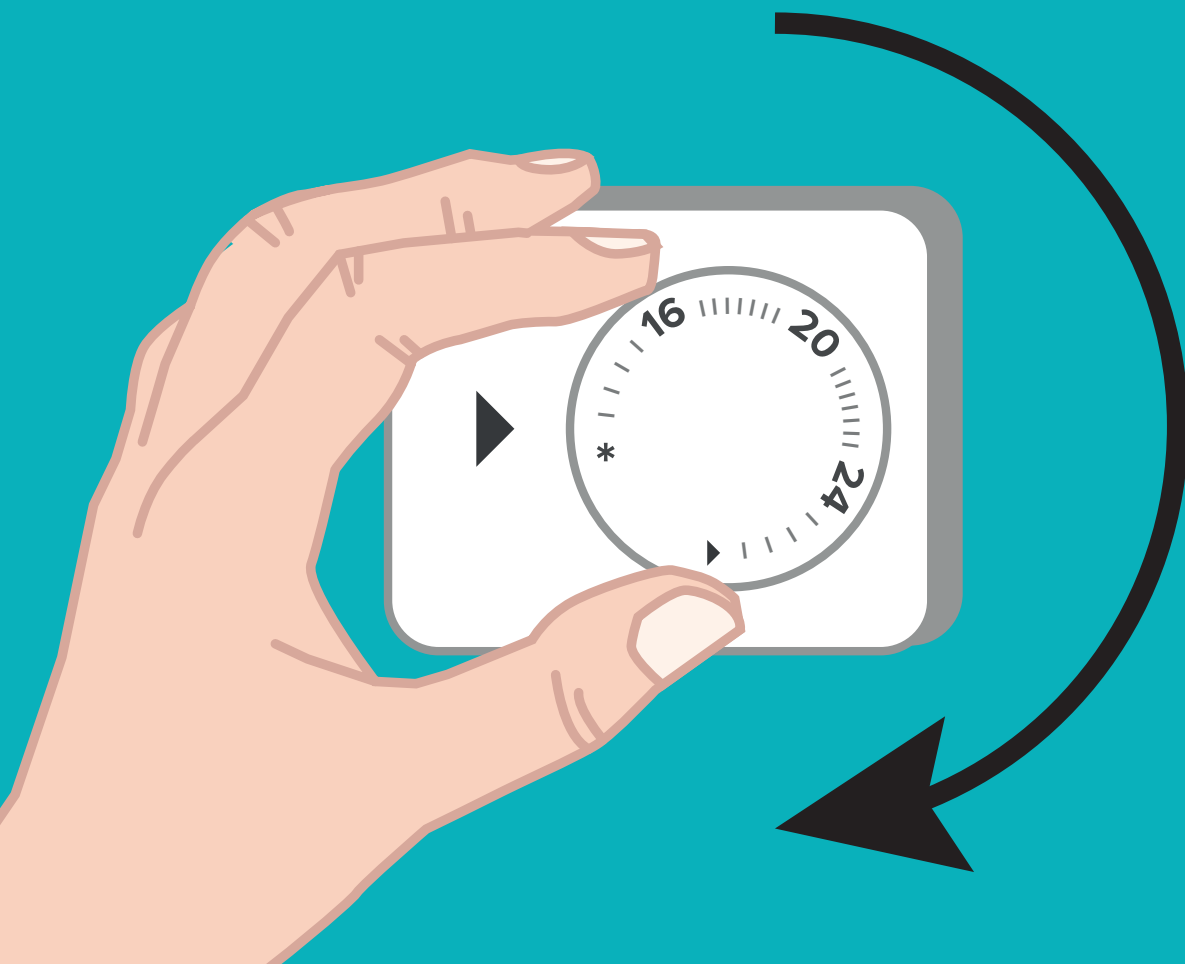


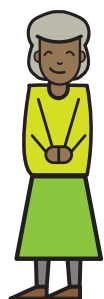
Extra help to manage your gas and electricity



About this leaflet

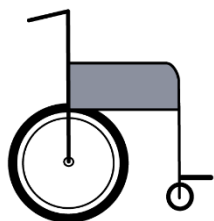
This EasyRead leaflet tells you about the Priority Services Register or PSR for short. This is a way to get extra help to manage your gas or electricity services at home.

You can apply for the Priority services register if you are:

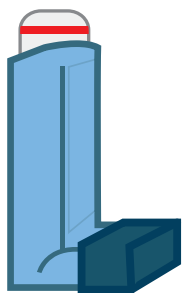


65+

a pensioner



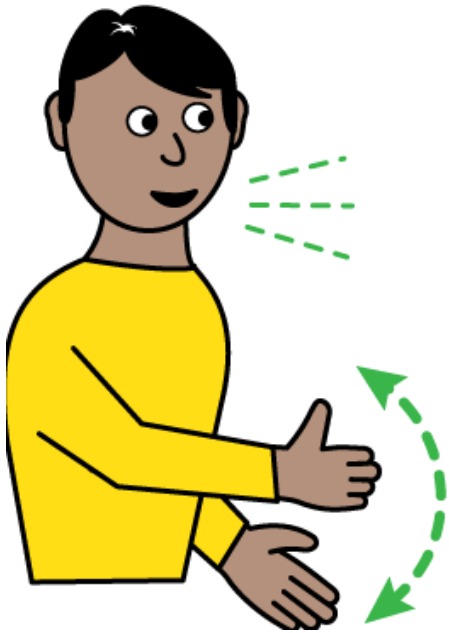
are disabled



have a long term
medical condition



have sight or
hearing problems

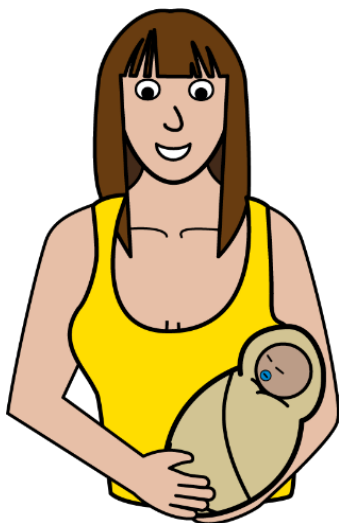


have communication needs

have another type of special need



have had a change in personal circumstance (for example a bereavement or divorce)



some companies also provide support if you have a child under 5 years old and you receive specific welfare benefits

About the PSR



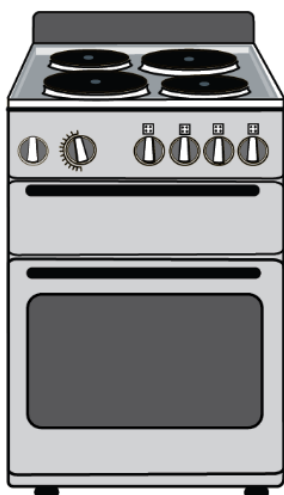
This help is free. To get it call your gas or electricity supplier and ask them about their Priority Services Register (PSR).

If your gas and electricity comes from different suppliers then you will need to call both of them.

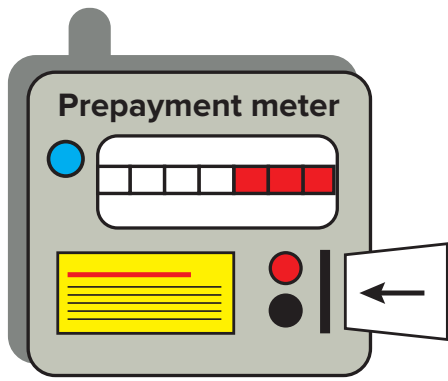
Suppliers have different services including advice on:



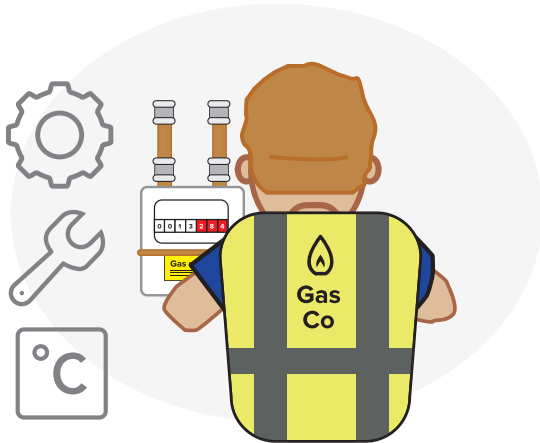
reading meters
and bills



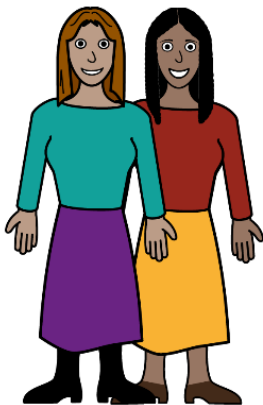
checking gas heating
boilers, cookers and
fires to make sure
they are safe and
working properly.



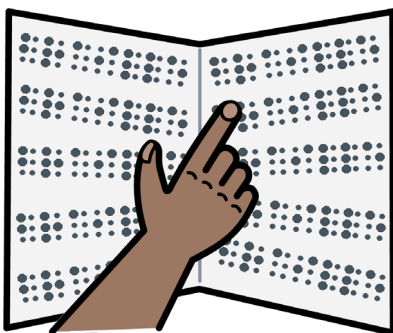
help to read gas or electricity meters



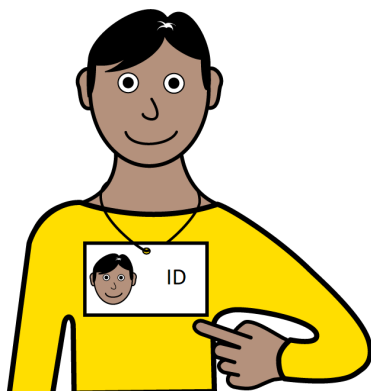
moving meters if you find them difficult to read or use.



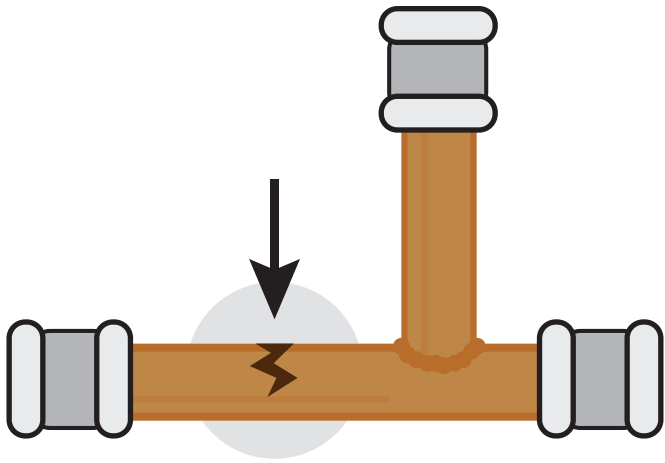
sending your bills to a relative, or friend who can read them for you



sending bills in the format you need



giving you a password to help you know that gas and electricity workers are safe to let in



telling you if your electricity or gas supply is going to be turned off for work on pipes or cables.

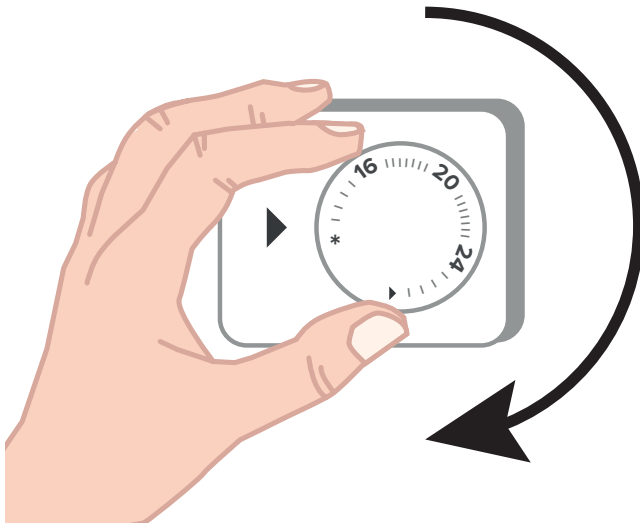


If this happens you may get other help to keep your home warm or to make hot food and drinks. You will also be first to have it working again.



If you change your supplier you will need to call your new one and ask about their PSR.

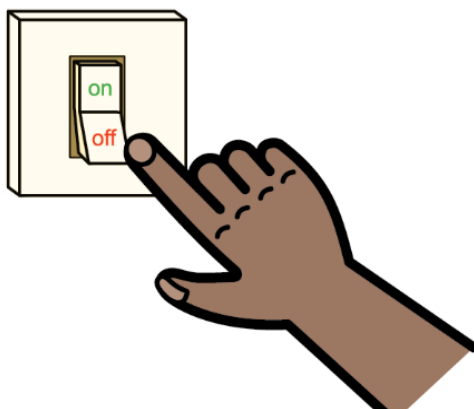
Suppliers can also give you advice on:



Controlling heating and hot water



Paying for electricity and gas



Saving energy

Calling your gas and electricity supplier

Use the telephone numbers below to call your supplier and ask about their PSR service.

Suppliers offer a range of other ways to contact them. Company websites have more information.



British Gas

Call free: **0800 072 8625**

Call free: **0800 294 8064**

(for prepayment meter customers only)

Textphone users call free:

18001 0800 072 8626

EDF Energy

Call free: **0800 269 450**

Text-talk users call free:

0800 096 2929

e-on





Call free: **0345 052 0000**

Textphone users call free:
18001 0345 0000



npower

Call free: **0800 073 3000**

Telephone users call free:
0800 413 016



Scottish Power

Call free: **0800 027 0072**

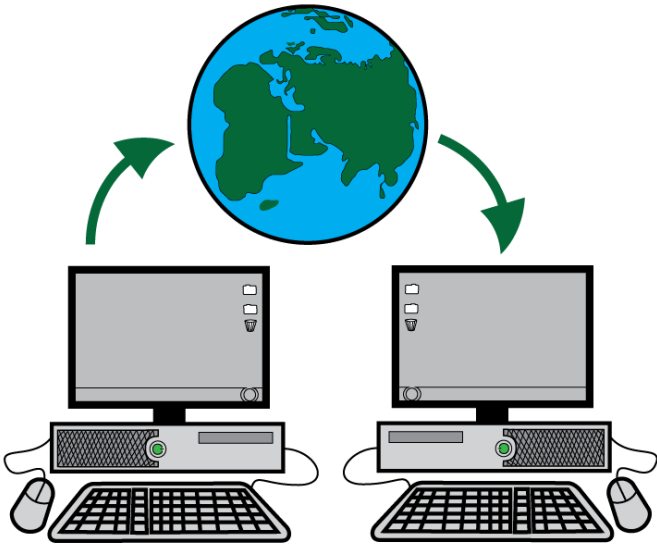


SSE

Call free: **0800 622 838**

Textphone users call free:
0800 622 839

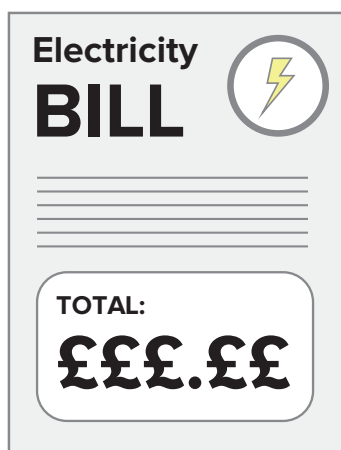
If you have a different supplier then look for their telephone contact number on your last bill.



Extra help services are also available from your water supplier, gas and electricity distribution companies (they own the wires and pipes), telephone companies and the postal service.



You can find telephone numbers for these organisations on your bills and in your local phone book.





Action for Warm Homes



This EasyRead leaflet has been written by the charity **National Energy Action**.

We give help and advice to people on how to use energy and how to make homes warmer.

NEA Warm and Safe Homes Advice Service

Call for energy advice on
0800 304 7159

Call for benefits advice on
0800 138 8218

March 2020

NEA is a registered charity, registration no.290511.

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WARM AND SAFE HOMES

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