

Who can apply?

Customers who are dependent on medical equipment; customers who are chronically sick or have a disability; customers who are blind, visually impaired or deaf; customers with young babies; nursing or residential homes and elderly customers.

We will consider other cases too if you think you would feel particularly vulnerable during a power cut.

What we can do

We can't get your power back on more quickly (although we will try our hardest) but we can:

- Call you pro-actively if we expect bad weather in your area that could result in a power cut and offer useful advice on how to prepare
- Offer you a special priority phone number that you can call if you have a power cut
- Provide with a generator where necessary or book you into a hotel
- Keep you updated during a power cut, either by sending you text messages or calling you
- With your agreement, we can ask the British Red Cross to visit your home for extra help and support

How to apply

Please help us spread the word about the Priority Service Register so we can reach more people who need us in power cuts.

If you or someone you know, meets our criteria above and lives in London, the South East of England or the East of England then please apply by either:

- Emailing psr@ukpowernetworks.co.uk
- Writing to Customer Relations team, UK Power Networks, Fore Hamlet, Ipswich, IP3 8AA
- Applying online here: www.ukpowernetworks.co.uk/priority