

## Priority Service Register

### Looking After our Customers in Vulnerable Circumstances

As a company, we strive to provide an excellent service to all our customers. However, we understand that some customers may require a little bit more help than others when managing their energy supply. For example, if you:

- are age 65+
- have a long-term illness
- are injured
- have a psychological condition
- have hearing or visual impairment
- cannot speak English
- have children age 5 or under

you can be enrolled onto our Priority Service Register.

If you feel you require additional support but your specific circumstance isn't outlined above, you may still be eligible for priority services and should still apply.

### What is the Priority Service Register?

The Priority Service Register is a register of our customers whom, due to a particular set of circumstances, may be particularly vulnerable in the event of service disruption or power failure. Being enrolled on our Priority Service Register ensures that you receive additional assistance at certain times and in certain situations. Current services include:

- Advance notice of power disruptions
- Priority service in the event of power outage
- Quarterly meter readings
- Nomination scheme

The details of these services are outlined at the end of this document.

### What information is required to be enrolled onto the Priority Service Register?

In order to register you, we will require a little bit of background regarding your situation. Please complete our online form, then one of our agents will review your application and inform you by email of your successful or unsuccessful enrolment.

All information you provide us will be treated as strictly confidential, and we will only share relevant information with your local Electricity & Gas Network Operators so that they can provide the additional assistance you require.

If you or anyone in your household falls into one of the listed categories, or you feel you may qualify for the Priority Service Register, you can request to be registered. We will ask you when you first switch to us if you wish to be added to our PSR. If you wish to be added at a later date, please contact us via either the email address below or by completing our online form.

### **How do I sign up to the PSR?**

All you need to do is [download](#) our registration form, fill it in then send to [energy@enstroga.co.uk](mailto:energy@enstroga.co.uk). One of our agents will then process this information then let you know if you have been registered.

### **Priority Services offered by ENSTROGA**

Aside from industry services including advance notice of power disruption and prioritisation in the event of a power outage, ENSTROGA also offers additional services which may support you if you require them.

### **Intermediate Nomination Scheme**

Once registered for Priority Service, you can nominate a friend or family member to act on your behalf.

This service is provided free of charge and can either be a temporary or permanent arrangement subject to your needs. We can continue to send bills or statements to you in addition to your nominee.

If you are eligible and wish to make use of this scheme, please contact us via email at [energy@enstroga.co.uk](mailto:energy@enstroga.co.uk) or call us on 01158 572572.

### **Quarterly Meter Readings**

If you join the scheme and you or no one in your home is able to read the meter(s), we can arrange for a representative to come and read your meter every four months. We will tell you what your meter reading is and will leave you with a copy. If you are of pensionable age, disabled or chronically ill you will not be charged for this service. If you are not eligible for this service to be provided free of charge, we will agree a cost with you beforehand.

### **Contact Us**

If you have any queries regarding this, you can contact us at [energy@enstroga.co.uk](mailto:energy@enstroga.co.uk). We will get back to you within a day.

Alternatively, you can call us on 01158 572572. We are available between 8am – 7pm Monday to Friday.