

Priority Service Register

Looking After Our Vulnerable Customers

As a company we strive for excellent service for all of our customers and we understand that some customers may need a little more help than others. For example if you

- Are disabled or seriously ill.
- Are recovering from an injury.
- Don't speak or read English well.
- Have children under 5 or are pregnant
- Have reached your State Pension age

We will provide you with additional assistance.

We will also offer assistance in less specific circumstances, so if your situation isn't listed, you might still be able to sign up for priority services if you find it hard to deal with your energy supply.

Our Priority Service Register

We keep a confidential register of our customers who may need additional assistance at certain times and in certain situations. This is known as the Priority Service Register (PSR) and we use it to make sure that we can quickly identify and provide additional assistance to customers in need.

We will share any relevant information with your local Electricity Network Operator and Gas Network Operator so that they can provide additional assistance if they are, for example, carrying out work which may mean that your supply could be interrupted.

If you or anyone in your household falls into one of the categories listed above, you can ask to be added to our PSR at any time. We can temporary add you to the PSR if you think you need it for a short term and remove you later or if you do not meet any of the above categories for long term eligibility. We will ask you, when you first switch to us, if you wish to be added to the PSR. If you wish to be added to this later, then please contact us through one of the contact methods listed at the end of this document.

Upon interaction with our office we can add any or all the details that are required in order to enter the Priority Service Register.

Identification

All of our representatives carry appropriate identification. Please check this before allowing them into the property. If you are still concerned that the person may not be who they say they are, please call us to check. For further information click [here](#) to see our Site Access Arrangements.

Information Provision for Blind or Partially Sighted Customers

If you are blind or partially sighted and ask us, or someone asks us on your behalf, we will provide you with information about any bill or statement free of charge in any format you reasonably ask for.

You can request letters or bills to be send in formats such as braille or large print, where needed, it's no problem at all- whatever works for you.

Intermediate Nomination Scheme

Once signed up for Priority Services, we can nominate a friend or a family member to act on your behalf.

This service is provided free of charge and can be either a temporary or permanent arrangement, according to your needs. We can also continue to send bills or statements to you as well as the person you have nominated.

If you are eligible and wish to make use of this scheme, please contact us via email at quotation@enstroga.co.uk or call us on 01158572572.

Password Scheme

When you join the scheme and you want extra security, we will ask you to give us a password or signal which we will record and pass on to any of our representatives who need to visit your property as well as to representatives of your local electricity network operator. This will help reassure you that people visiting your property on our behalf are who they say they are. All you need to do is request to provide you with your chosen password or signal before letting them in.

Reading Your Meter

If you join the scheme and do not have a smart meter and no one is able to read the meter, we can arrange for someone to come and read your meter every four months. We will tell you what the latest meter reading is and leave you with a written copy. If you are of pensionable age disabled or chronically ill we will not charge for this service. If you are not eligible for this service to be provided free of charge we will agree the cost with you before we visit the property.

Complaints

If you are blind, partially sighted, deaf or have a hearing impairment and have access to the appropriate equipment, we will provide you, free of charge, with the necessary facilities to ask us for information or to make a complaint

You can find our policies [here](#) or fill our online form [here](#).

Contact us

You can come in touch with us through our email quotation@enstroga.co.uk. We will get back to you within a day.

Or you can call us on 01158572572. We are available between **8am to 7pm** from **Monday to Friday**.

If you prefer to write to us, our address is:

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