



Make this your top priority

To register for priority treatment during a power cut, just fill in this form.

To order this leaflet in Braille, in large print or on audio tape, please call 0800 076 3850.

How to join our priority services register

A question and answer guide

What is CE Electric UK?

We provide electricity for the North East of England, Yorkshire and northern Lincolnshire through our companies – Northern Electric Distribution Limited (NEDL) and Yorkshire Electricity Distribution plc (YEDL).

What is the priority services register?

It is a database of around 170,000 homes that benefit from priority treatment during a power cut. The number of homes on the register has doubled in the last three years and we are keen to add more, which is why we have produced this leaflet.

What are the benefits of going on the register?

There are several. First, you'll receive a welcome pack with tips about how to save energy and helpful advice about how to prepare for a power cut. More importantly, you'll be given a special priority phone number that you can call if you do have a power cut.

What happens when I call the priority number?

You'll get straight through to one of our specially trained agents in our customer relations centre, which is open 24 hours a day.

What can the agent do for me?

They will give you the latest information about the fault and do their best to call you back and tell you when your power is due to go back on. Sometimes during long power cuts, or if you have special needs, we could ring you back six or seven times.

What sort of things can the agent help me with?

That depends on your circumstances. We may be able to arrange for the charity WRVS (Women's Royal Voluntary Service) to bring you a hot meal and hot drinks. Some people receive a visit from one of our staff and are given one of our 'winter-warmer packs' which contain a wind-up torch, a radio, and blankets. In some cases, we might lend you a small generator, particularly if you need electricity for medical or other equipment. We may also send our customer service vehicle to a site close to your home so that you can get hot drinks and snacks.

Who can sign-up for the register?

Anyone with special needs. This is not just limited to people with stairlifts or other equipment that is powered by electricity, such as oxygen concentrators, nebulisers, home dialysis units, sleep apnoea monitors, ventilators, and heart-lung machines. You can also join the register if you:

- are over 60;
- are seriously ill;
- are disabled or have disabled children at home; or
- have sight or hearing difficulties.

Most people stay on the register for years after they join but some are only on it for a limited time. Examples include someone caring for a young baby or a sick relative who gets better over time.

Does it cost anything to go on the register?

No, it is free.

How do I put my name on the register?

Fill in the form opposite, then tear the form out and return it to us in the self-addressed envelope provided. There's no need to put a stamp on the envelope.

What happens if I have a problem with filling in the form?

Call our helpline on 0800 169 2996 and we'll be happy to help you. Our lines are open 24 hours a day.

Is there anything else I should know?

One final point. We'll do our best to help you but you can also help yourself by making arrangements to help you manage during a power cut. These could include: having a phone that does not rely on a mains electricity supply; keeping a torch at hand; and buying a heater that does not use electricity. If you need equipment that is powered by electricity for medical or other needs, your doctor or social services can help you make arrangements. These might involve buying or being supplied with a generator.

Application to join CE Electric UK's priority services register

Please print all your details clearly.

Title: Initials: Surname:

Address:

Postcode:

Home phone:

Mobile phone:

Textphone:

Do you have an email address? Yes No

If yes, please write it here:

For your security

If you would like a password, please write it here using no more than 10 letters.

We will use this password when we call or visit you.

Please tell us about your needs below by ticking all the boxes that apply to you.

I am aged over 60 I am blind or partially sighted

I am disabled I am deaf or hard of hearing

I have disabled children at home I use a textphone

I am seriously ill

English is not my first language Please tell us the language you prefer to use.

Do you or anyone at this address rely on equipment that is powered by electricity, such as an oxygen concentrator, a nebuliser, a home dialysis unit, a sleep apnoea monitor, a ventilator, or a heart-lung machine? Yes No

If yes, please give the name of the person and the type of equipment.

Name:

Equipment:

I confirm that the details I have given are true and correct. I give permission for you and other organisations to store and use my personal details so that you can provide me with priority services. I understand that, by law, you are allowed to use my personal details once I have given my permission.

Your signature: Date:



Note. We always make sure that we follow the Data Protection Act when we share personal information with organisations able to help you.



Corporate member of
Plain English Campaign
Committed to clearer communication

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