

FREE SERVICES

For gas and electricity customers
across the UK

energywatch 
your gas and electricity watchdog



Your guide to the free services available
and who is eligible to claim them...

energywatch 
your gas and electricity watchdog

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AGE
Concern



Are you eligible for free gas and electricity services and many other benefits?

If you are a domestic consumer and one or more of the following applies to you:

- Of Pensionable Age
- Have a Disability
- Have Long Term ill Health
- Are Blind or Visually Impaired

Then you can choose from a selection of **free** services. The choice is entirely up to you. Every gas and electricity supplier provides a range of free services, so don't miss out on a service **you** are entitled to.

We all have our own individual concerns and needs. So as consumers, we need to make sure we receive the very best possible service from our gas and electricity suppliers.

Every gas and electricity supplier is obliged to provide these free services under a scheme called the Priority Service Register. The range of **free, optional services** is designed to make your life easier. If in doubt about what you are entitled to please call us on:

0845 906 0708

we're here to help...

This leaflet lists the free services available. If you would like to register for any or all of them please contact energywatch. We will then contact your supplier on your behalf and in turn your supplier will contact you to confirm that you have been registered.*

*Please note that some suppliers use a different brand name for the 'Priority Service Register'.

Don't delay, register today. 

What free services are available to you?

Password protection scheme

Your own personal safety is really important and to make sure you know a caller is genuine, you can agree a **unique password** with your gas and electricity supplier that will be used whenever their staff visit your home. By doing so you can **protect yourself** against 'bogus callers' pretending to be from your gas and electricity supplier.

Meter reading

If no one in your household is able to read your gas or electricity meter, your supplier can **arrange for your meter to be read** every quarter and bills sent to you based on these readings.

Moving meters

If it is difficult for you to reach or read your gas or electricity meter, your supplier may consider **moving the meter** to a more convenient position, free of charge.

Free gas safety check

You are entitled to a free annual safety check of gas appliances if **ALL** of the adults in your home are eligible* for the **Priority Service Register**.

*(i.e. meet the eligibility criteria listed earlier)

Advance notice if your electricity supply has to be interrupted

If you rely on electricity to power vital medical equipment in your home, you can get advance notice if your supply has to be interrupted for planned work. This should help you make any necessary arrangements.

Special help if your gas supply is disrupted

If your gas supply has been disrupted or turned off for safety reasons and if **ALL** adults living in your home are eligible for the **Priority Service Register**, your gas supplier will provide you with alternative cooking and heating facilities.

Special controls and adapters

Your supplier can provide and fit, free of charge, special controls and adapters to help make gas and electricity appliances and meters easier for you to use.


Bill nominee scheme

If you would like your bills or a copy of your bills, to be **sent to a friend, relative, or carer's address** so they can help you read and check your bill, your supplier will arrange this on request. They are also able to send you a copy for your information, if required.

Services for visually impaired, or hearing impaired consumers

Your supplier can provide consumer information, including meter reading and bills, in a format suitable for you, whether it is in **braille, large print, on audio tape, via textphone or typetalk**. If you wish to make a complaint or enquiry, they can also help you do this.



energywatch  is the gas and electricity watchdog for you, the consumer. We provide you free, independent help and advice on all gas and electricity matters. We can also take up complaints on your behalf, if you have not been able to resolve them directly with the company.

call us on:

0845 906 0708

we're here to help...

How to Register

To register for these free services contact energywatch now.

By Phone:

Tel: 0845 906 0708

Typetalk: 18001 0845 9060708
(for those who are deaf or hearing impaired)

Online at:

www.energywatch.org.uk/help_and_advice/freeservices

By Post:

Fill in your details on the opposite page, then tear it out, place it in an envelope and return it to us (no stamp required) at:

Freepost RLSR-JGXB-RZCB
energywatch, 5th Floor, St Davids House,
Wood Street, CARDIFF CF10 1ER

Your Name _____

Your Address _____

Post Code _____

Your Telephone No. _____

Your Gas Supplier's Name

& Your Account Number

Your Electricity Supplier's Name

& Your Account Number

Please tick any of the categories that apply to you:

Of Pensionable Age Have a Disability

Have Long Term ill Health

Visually Impaired Hearing Impaired

Please tick the service/s you are interested in:

Password Protection Safety Check

Meter Reading Moving Meters

Advance Notice of Electricity Interruptions

Special Help if Gas is Interrupted

Special Controls & Adapters

Services for Visually Impaired

Services for Hearing Impaired

Bill Nominee Scheme All Of The Above