

Priority services



Save today. Save tomorrow.



Meeting your individual needs

We want to ensure that all our customers are treated fairly and receive the best possible service. If you have any special requirements, we'll do our best to meet your needs. This booklet tells you about the range of priority services we offer.

Contents

Meeting your individual needs	4
Do you depend on electricity for health reasons?	5
Our representatives – helping you feel secure	6
Are you partially-sighted or hard of hearing?	8
Looking after your safety and well-being	10
Help for elderly people	12
Help for disabled people	13
Getting in touch	14
Other ways we can help	15

Are you eligible for priority services?

We provide priority services for customers who:

- Are visually impaired or have hearing difficulties
- Are of state pensionable age
- Have a disability
- Are chronically sick
- Have other specific requirements

Even if none of the above apply to you, we still want to accommodate your needs as an individual. For example, if you want extra peace of mind, you can choose a password for our staff to use before you let them into your home.

For our partially-sighted customers, we can provide a free copy of this booklet on audio CD. To order your free copy, please call our Priority Service team free on **0800 269 450*** or contact us on our free text message service on **80800**, please start your text with 'EDF'.

If you have a textphone, please call our Minicom Line free on **0800 096 2929***.

Priority Service Register

Do you depend on your electricity supply for essential medical equipment such as: home dialysis, oxygen concentrators, nebulisers or artificial ventilators? Or do you use equipment like stair lifts, bed hoists or bath hoists?

If so, please tell us so we can register you as a Priority Service Customer who has essential medical equipment. To join our register, please call our Priority Service team free on **0800 269 450*** or Minicom **0800 096 2929***.

You can also find advice for Priority Service Customers on our website at **www.edfenergy.com**

Planned supply interruptions

When you tell us that you rely on electrical supply for the medical equipment listed previously, we'll ask your local electricity distributor to note where your home is on the electricity network plans. If you find you have no supply and you think you may be at risk, please contact your local hospital.

How to recognise our staff

We take the safety of all our customers very seriously, particularly elderly and more vulnerable people. Therefore:

- Our representatives or agents who call at your home always carry identification
- Please don't be embarrassed about checking their card carefully – a genuine representative won't mind at all
- If you doubt whether someone calling at your home is really working for us, don't open the door but call us immediately on **0800 269 450*** so we can check if they are an EDF Energy representative

The password scheme

For extra security, you can use our free password scheme. Just choose a password that's personal to you, then call us free on **0800 269 450*** or Minicom **0800 096 2929***. Once you've joined the scheme, our representatives will always use your password when they visit your home.



How we can make life easier for you

Services for visually impaired customers

Talking bill

If you're visually impaired, you can have your quarterly bill read out to you free of charge.

Large print, audio or Braille bills

You can choose to receive your quarterly gas and electricity bills in large print, on CD or in Braille, free of charge. Just call us free on **0800 269 450*** to arrange these services.

Meter reading services

If no-one in your household can read your meter, we may be able to do it for you each quarter. We use only approved agents for meter reading and we can confirm the appointment in writing if you wish. We usually offer morning or afternoon appointments, Monday to Friday.

Please give us plenty of notice so we can arrange a suitable time for you and us. For more information, or to arrange a meter reading, please call us free on **0800 269 450*** or Minicom **0800 096 2929***.

Digital meters

Many of our customers now have digital meters which they find easier to read than dial type meters. If you're on our Priority Service Register and have a dial meter, you can talk to us about replacing it with a digital meter.

Please ask for help if you need it

How to arrange for someone else to receive your bills

If it helps, we can arrange for someone else to receive your gas or electricity bills. Of course, you'll need their permission first and they'll need to sign the relevant section of our Priority Service Registration form. However, it will still be your responsibility to ensure the bill is paid.

To receive a copy of the Priority Service Registration form, please call us free on **0800 269 450*** or Minicom **0800 096 2929***.

Tell us if your circumstances change

So we can be sure we're always giving you the best service for your needs, please let us know if there are any changes in your health or your financial situation. Please also tell us if you can't read your meter or if you're having problems using your prepayment meter.

Access to your prepayment meter

If you have difficulty accessing your prepayment meter, we may be able to move it to a better position if it's safe and practical for us to do so. This service may be free of charge.

Elderly people's advice groups

The following charity groups publish their own booklets giving energy-saving advice, covering everything from keeping warm in winter to getting grants for home insulation. You can find their local addresses in your telephone directory. Here are the telephone numbers of their general enquiry teams:

Age UK

Website: www.ageuk.org.uk

Telephone: **0800 009966**

WRVS

Website: www.wrvs.org.uk

Telephone: **029 2073 9000**

Citizens Advice Bureau

Website: www.citizensadvice.org.uk

Disability advice groups

These groups may be able to give you specialist advice on gas and electricity if you are disabled:

Royal National Institute for the Blind

Telephone: **0303 123 9999**

Royal National Institute for Deaf People

Telephone: **0808 808 0123** Textphone: **0808 808 9000**

Sense (The leading charity that supports children and adults who are deafblind)

Telephone: **0845 127 0060** Textphone: **0845 127 0062**

Disabled Living Foundation

Telephone: **0845 130 9177** Textphone: **020 7432 8009**

Royal Association for Disability and Rehabilitation (RADAR)

Telephone: **020 7250 3222** Textphone: **020 7250 4119**

How to contact us

Website

Visit **edfenergy.com** and click on 'Contact us' to fill in our online contact form.

Phone

Lines are open between 8am-8pm
Monday to Friday, 8.30am – 2pm
Saturdays

For residential enquires, please call us
free on **0800 096 9000***

For prepayment general enquiries
please call us free on **0800 015 1733***

For Priority Service customers, please
call us free on **0800 269 450***

If you want to communicate with us
by textphone, please call us free on
0800 096 2929*

Letter

If you want to write to us, please send
your letters to:

Correspondence Manager
EDF Energy
Osprey House, Osprey Road
Sowton Industrial Estate
Exeter, EX2 7WN

Meeting your needs

We want to ensure that all our customers are treated fairly and receive the best possible service. If you need this booklet in large print, Braille, or as an audio version on CD, please call our Priority Services Team free on **0800 269 450*** or textphone **0800 096 2929***.

Non-English speaking customers

If English is not your first language and you'd like information in an alternative one, please call us free on **0800 096 9000*** and we'll transfer you to our special language line. We have operators who, between them, can speak over 100 different languages.

This guide is also available as a text only version in Urdu, Bengali, Somali, Gujarati, Turkish, Hindi, Punjabi, French and Welsh.



***edfenergy.com**

*EDF Energy is a trading name used by EDF Energy Customers plc. Reg. No. 02228297 whose Registered Office is at 40 Grosvenor Place, London SW1X 7EN, incorporated in England and Wales. The responsibility for performance of the supply obligations for all EDF Energy supply contracts rests with EDF Energy Customers plc.

*The official emblem of the London 2012 Games is ©2007 The London Organising Committee of the Olympic Games and Paralympic Games Ltd. All rights reserved.

*Calls to EDF Energy's 0800 numbers may be monitored and recorded as part of our customer care programme and are free from BT landlines but other network operators' may charge for these calls.

*R66.DM.XXX.05/11.V1

Save today. Save tomorrow.

