

A helping hand  
when you need  
it most



## Priority Services Register Promise

The Priority Services Register (PSR) is free to join. It helps energy companies\* like us to look after customers who have extra communication, access or safety needs. It helps us tailor our services to support households who may need extra help.

The PSR promise is made by all participating energy companies in England, Wales and Scotland. We promise to only share details as agreed with you, about your personal situation with our trusted parties\*\* so they can tailor their services to help you.

By sharing your details with trusted parties, you'll get extra support when you need it. For example, some customers depending upon their circumstances may be given priority if there's a power cut. We will always follow privacy laws and your PSR information will never be used for marketing.

Once you've joined, you may be contacted to make sure your details are accurate and up to date. This will make sure we can give you the best support for your needs.

If anything about your situation changes you can tell your energy company and they'll update your details. If you don't want to be on the PSR anymore, just ask to be removed and they'll do this for you.

If you want to know more about the PSR, speak with your energy company, or you can visit their website.

Have you considered also registering with your water company who may offer similar support services?



### Priority Services Register FAQ's

For frequently asked questions about the Priority Services Register, please visit our website at [edfenergy.com/pss](https://www.edfenergy.com/pss)

\* Energy companies include gas and electricity suppliers, the networks companies who transport energy to your home and meter operators.

\*\* parties include trusted charities such as the British Red Cross, who may assist during incident situations to support companies in safeguarding you and other household members.

## Helping to make life easier

We want to give everyone the best possible service we can and we understand that some of our customers need a bit of extra help. Things like talking bills, meter-reading for our partially-sighted customers

or advice if you're having trouble making ends meet are just some of the ways we can provide this help. We call these forms of extra support Priority Services. This booklet will tell you all about them.

## Priority Services Register

We help customers with special requirements or circumstances, which may be temporary or ongoing, by adding them to our Priority Services Register. Examples include:

- are visually-impaired or have hearing difficulties
- are of state-pensionable age
- have a disability
- are chronically sick
- are suffering from serious short-term illness or injury
- have a family with children aged five or under
- are young adult householders
- are carers
- have other specific requirements (e.g. need a female present)

- have medical dependent equipment
- Speak a foreign language as their first language

Even if you don't fit into any of the above categories, we still want to make sure we're doing everything we can for you. Over the following pages you'll find some useful information on many of the support services and schemes we provide, together with details of how to join.

To register for Priority Services visit our website at [edfenergy.com/pss](https://www.edfenergy.com/pss), complete and return the enclosed form or give us a call on **0800 269 450** or Minicom **0800 096 2929**.

## Feel safe – how to recognise our staff

We take your safety seriously. So if someone who says they're from EDF Energy comes to your door, here are some things you can do to make sure they are a member of our staff or one of our representatives.

- **Check their ID.** Our representatives always carry identification cards. So don't worry about asking to check their card carefully – genuine representatives of EDF Energy won't mind at all.
- **Give us a call.** If you're not sure if someone who's come to your home really is an

EDF Energy representative, call us on **0800 269 450** before you let them in. We'll check their details.

- **Join our password scheme.** For extra security, you can use our free password scheme. All you need to do is choose a password (make sure it's something no one else can guess) then call us on **0800 269 450** or Minicom **0800 096 2929**. Just tell us what it is and we'll make sure anyone from EDF Energy visiting your home can confirm it with you.

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## Additional billing services

### Talking bills

You can have your correspondence read out to you free of charge.

### Large print, audio or Braille correspondence

You can choose to receive your correspondence in large print, on CD or in Braille for free. Just call us on **0800 269 450** to arrange these services.

### Meter reading services

If you need help reading your meter, we might be able to do it for you. We can send someone to your home to read it on a regular basis, Monday

to Friday 8am to 6pm (we can confirm the appointment with you in writing if you'd like).

For more information or to arrange a meter reading, call us on **0800 269 450** or Minicom **0800 096 2929**.

### Digital meters

Lots of people find digital meters easier to read than dial-type meters. If you're on our Priority Services Register, get in touch with us to talk about replacing your dial meter with a digital one.

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## Other services

Here are some of the other things we can do to help make managing your energy that bit easier.

### Sending your correspondence to someone else

If it helps, we can send your bills and letters to someone else you trust. You'll have to get their permission and they'll need to sign the relevant section of your Priority Services registration form.

### Please bear in mind that it's still up to you to make sure the bill is paid.

### Essential medical equipment

We know that some of our customers depend on their electricity supply for medical equipment. That's equipment such as home dialysis, oxygen concentrators, nebulisers or artificial ventilators, stair lifts and bed or bath hoists. If you depend on

a piece of medical equipment, please register as a Priority Services customer and let us know so we can notify your distribution network. They will then keep you updated and ensure you will receive extra support if you should ever experience a power cut.

### Having trouble getting to your meter?

We might be able to move your meter to a more convenient place if it's safe and practical. And we might be able to do it for free. Just get in touch.

### Need help? Just ask

If your financial or health situation changes, let us know. Even if it's something small like you're finding it hard to read your meter. We might be able to help. You'll find all our contact details on the last page.

## Our Priority Services:

It doesn't matter how on top of things we are – every now and again we all need a bit of extra help. And here at EDF Energy, we want to make sure you know where to find it. So if you're worried about bills or managing your finances, need help with things like reading your meter or want to make sure you're not missing out on any extra income, we're here to lend a hand.

### Ways we can help

#### Managing your money

We're working with Citizens Advice Plymouth to give our customers across the country independent advice on managing their money. Call them on **0808 156 6666** from a landline or **0300 330 0519** from a mobile to find out more.

#### Increasing your income

We want to make sure you're getting everything you're eligible for and that your income is maximised to its full potential. So to check there aren't any state benefits or tax credits you're missing out on we've teamed up with **IncomeMax**. Customers can call their friendly team on **0300 777 7772** from Monday–Friday 9am–5pm.

#### Supporting your needs

If you or someone you know needs extra help with our services, for example if you're disabled, elderly or have any essential medical equipment we need to know about, you can add yourself or them to our Priority Services Register. That means you can sign up for things like our meter-reading service, or large print, Braille or talking bills.

#### Warm Home Discount

If you're in receipt of Pension Credit (Guarantee Credit element) you'll automatically qualify for the Warm Home Discount rebate and you'll receive a letter from the Department of Work and Pensions (DWP) about this.

However, if you do not qualify, you may still be eligible for a £140 rebate under our Warm Home Discount - Support Plus scheme. This is available to customers who receive certain income related benefits and have a young child or disabled person in the household. We also offer it to customers receiving the Savings Credit element of Pension Credit only. Please visit [edfenergy.com/rebate](https://www.edfenergy.com/rebate) to check our full criteria and to apply. Alternatively you may call **0800 404 9088**.

#### Getting the best tariff

We have lots of different tariffs available and there might be a cheaper option for you. If you're not already paying by Direct Debit and you have a standard credit meter it could be a cheaper option for you because spreading your payments over the year can help you budget.

#### Cutting your energy use

We have lots of quick and easy ways to save energy at home. They won't cost you anything, and you could make some real savings on your bills, for example, have showers rather than baths – they can be cheaper and can help you save water too.

To find out more about our Priority Services and to register visit [edfenergy.com/ps](https://www.edfenergy.com/ps) or give us a call on **0800 269 450** or Minicom **0800 096 2929**.

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## Other places to go for help

There are lots of organisations who can give you help and advice on everything from ways to keep warm in winter to information on getting grants to insulate your home.

#### Action on Hearing Loss

The largest charity supporting people who are deaf, have a hearing loss or suffer from tinnitus. Contact them for free information on equipment that could help.

**Website:** [actiononhearingloss.org.uk](https://www.actiononhearingloss.org.uk)

**Phone:** **0808 808 0123**

**Textphone:** **0808 808 9000**

**SMS:** **0780 000 0360** (standard text message rate applies)

**Email:** [information@hearingloss.org.uk](mailto:information@hearingloss.org.uk)

#### Age UK

Advice for older people on money, care, health, housing and more.

**Website:** [ageuk.org.uk](https://www.ageuk.org.uk)

**Phone:** **0800 169 6565**

## Citizens Advice (CAB)

It's easy to get free, independent advice so that you "Know your rights" as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills.

**Website:** [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy)

**Phone:** 03454 04 05 06

## Macmillan Cancer Support

Providing support for people affected by cancer

**Website:** <http://www.macmillan.org.uk>

[www.macmillan.org.uk](http://www.macmillan.org.uk)

**Phone:** 0808 808 00 00

## Disability Rights UK

Promoting independent living for disabled people as well as giving support to carers.

**Website:** [disabilityrightsuk.org](http://disabilityrightsuk.org)

## The Royal National Institute of Blind people (RNIB)

RNIB offers information, support and advice to people with sight loss.

**Website:** [rnib.org.uk](http://rnib.org.uk)

**Phone:** 0303 123 9999

## Royal Voluntary Service

The Royal Voluntary Service exists to help older people stay active, independent and able to be a part of their community.

**Website:** [royalvoluntaryservice.org.uk](http://royalvoluntaryservice.org.uk)

**Phone:** 0845 600 5885

## Scope UK

Working to make the world a better place for disabled people and their families.

**Website:** [scope.org.uk](http://scope.org.uk)

**Phone:** 0808 800 3333

## Sense

The national charity that supports and campaigns for children and adults who are deafblind.

**Website:** [sense.org.uk](http://sense.org.uk)

**Phone:** 0300 330 9256

**Minicom:** 0300 330 9256

**Email:** [info@sense.org.uk](mailto:info@sense.org.uk)

## The NHS Bereavement Service

Advice and support to help you get through the loss of someone close to you.

**Website:** [nhs.uk/Livewell/bereavement/](http://nhs.uk/Livewell/bereavement/)

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## How to get in touch with us

### Go online

Visit [edfenergy.com](http://edfenergy.com) and click on 'Contact us'.

### Call us

**For general enquiries:** 0800 096 9000

**For prepayment enquiries:** 0800 015 1733

**For Priority Services enquiries:** 0800 269 450

**Minicom:** 0800 096 2929

We're open Monday to Friday 8am to 8pm and Saturday 8am to 2pm.

### Write to us

Our address is:

Correspondence Manager

FREEPOST: EDF ENERGY – PLYMOUTH.

### Copies of this leaflet for partially-sighted customers

You can get a free copy of this booklet on audio CD.

Call our Priority Services team on **0800 269 450**.

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

We may monitor and record calls to improve our service. Calls to 0800 numbers are normally free from UK landlines and mobile phones.