

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.

* 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.

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

If you want to know more about the PSR visit www.edfenergy.com/priorityservices

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

Priority Services Register FAQs



For frequently asked questions about the Priority Services Register, please visit our website at

edfenergy.com/priorityservices

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 under 5
- 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 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/priorityservices or complete and return the enclosed form.

Ways we can help

We can offer a range of communication services to help our customers who need them most:

Large print** Clear black and white booklet

Audio** Bills, letters and statements available on CD

Bill nominee scheme

Do other people help you with your bills, statements and letters? If so we can help by sending your communications directly to them. Just let us know the name and address of the relative, friend or carer who has agreed to help.

Password scheme

Just give us a word that we will register as your 'Password' (maximum of 8 letters).

Only you and our employees or representatives who call to read your meter or visit you by appointment will know the password. Any customer can join, it's free – and it offers you complete peace of mind.

Free gas safety check

If you own your own property and are in receipt of a means tested benefit, you may be entitled to a free annual gas safety check. The checks are carried out by qualified Gas Safe registered engineers and could help save lives.

Regular reads scheme & smart meter

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. Alternatively you can request a smart meter which

Braille** Bills, letters and statements available in braille

**You will receive the original format as well as the alternative format.

will automatically send us your readings. Visit edfenergy.com/smart-meters to find out more.

Meter move

If anyone in your home is disabled or has difficulty reaching or reading your gas or electricity meter, we may be able to move it to a new position, up or down the wall to make it easier to read, where it is safe and practical to do so.

Your information

Where appropriate and necessary we may share your Priority Services information with your electricity and gas distributors, utilities and other third parties, such as trusted charities like the British Red Cross. We need to share the Priority Services information with these third parties because they will assist us, and support companies, in safeguarding your, and other household members interests during incident situations. Once notified, the Distribution Network Operator may send their own welcome pack confirming any additional services that they can offer you.

Please see our Privacy Notice to find out more at www.edfenergy.com/terms-conditions/privacy-cookie-policy.

To find out more or to sign up visit edfenergy.com/priorityservices and register via our Priority Services Tool

Additional Support

It doesn't matter how on top of things we are – every now and again we all need a bit of extra help. 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.

Managing your money

We are continuing to work with **Citizens Advice Plymouth** to give our customers across the country independent advice to help them manage their money, including help prioritising all sorts

of bills and supporting customers to identify all options for improving their financial situation. Call them on **03444 111 444** or visit their website via <https://citizensadviceplymouth.org.uk/edfe/>

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.

Warm Home Discount

If you're in receipt of Pension Credit (Guaranteed 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.

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. Visit [edfenergy.com](https://www.edfenergy.com) or sign in to MyAccount to find out more.

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.

Smart meters

With smart meters, you'll be able to see your energy use in pounds and pence. You can get more control over your energy and your bills. Plus, you won't need to do any more meter readings because your smart meter will send us your energy use. For more information visit [edfenergy.com/smart-meters](https://www.edfenergy.com/smart-meters)

To find out more or to sign up visit [edfenergy.com/priorityservices](https://www.edfenergy.com/priorityservices) and register via our Priority Services Tool

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

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

Macmillan Cancer Support

Providing support for people affected by cancer

Website: www.macmillan.org.uk

Phone: 0808 808 00 00

Mind

Provide advice and support to anyone experiencing a mental health problem.

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

Phone: 0208 519 2122

Disability Rights UK

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

Website: [disabilityrightsuk.org](https://www.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](https://www.rnib.org.uk)

Phone: 0303 123 9999

How to get in touch with us

Online – Visit edfenergy.com and log in to MyAccount

LiveChat – Advisers are available via live chat 24/7

Email – Send your email to customer_correspondence@edfenergy.com

EDF Energy app – With the EDF Energy app you can manage your account on the go. You can speak with our advisors and is as easy as sending a text

In writing – Write to FREEPOST: EDF ENERGY – PLYMOUTH

Priority Services telephone number – 0333 200 5110

Minicom – 0800 096 2929

Emergency Numbers

Gas emergency – 0800 111 999

Electricity power cut – 105

Water – In the event of an emergency contact your water supplier

Information booklets – Our free booklets cover things like paying your bills, energy efficiency, gas safety, how to complain, Priority Services and prepayment meters. You can download them at edfenergy.com/info-booklets or order copies by calling us.

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 0333 200 5110. If you have a textphone, contact our Minicom line on 0800 096 2929.

Calls to UK wide numbers are included in any inclusive call plan you may have. If you don't have an inclusive call plan, calls are charged at a national rate. Please check with your service provider if you're unsure.