



UTILITY FAILURE

A guide to extra care priority
services by utility companies

What is the Priority Service?

You can't always predict when an emergency situation may cause disruption to your utility provision. If you register for the free priority service register with your local supplier, they will do their utmost to prevent your supply from going off. If you are cut off, they will make sure your service returns as a matter of urgency, providing additional support if necessary in the meantime.

Depending on your provider, extra assistance **may** include:

- Hot drinks and food
- Charging points
- Generators
- Delivery of bottled water to your home
- Temporary heating and cooking appliances





Are You Eligible?

If you are over 65, are disabled or have a child under the age of 5, then you may benefit from joining the utility priority service register.

If you rely on one or more of the following, you will also be eligible to join:

- Home dialysis machine
- Oxygen concentrator
- Artificial ventilator
- Stair lift
- Adjustable bed

If you are eligible and would like to register for the priority service, contact your provider(s) using the following contact details.

Water Companies

Thames Water

Special Assistance Register

Call: 0800 009 3652

Textphone: 0800 316 6899

For more information visit Thames Water online and search for Extra Care services.

Anglian Water

WaterCare Services

Complete the online application form here:
www.anglianwater.co.uk/household/special-assistance/watercare/

Minicom: 0800 917 5901

Gas Companies

Scotia Gas Network (SGN)

Priority Services Register (PSR)

Website:
www.sgn.co.uk/Responsibility/Vulnerable-Customers/

Call: 0800 912 1700

Electric Companies

SSE

Careline and Priority Services Register

Register online:

<https://www.ssen.co.uk/PriorityServicesRegister/>

Or call: 0800 622 838

Textline: 0800 622 839

UK Power Network (OX9, OX18)

Priority Services Register

Register online:

www.ukpowernetworks.co.uk/internet/en/power-cuts/priority-services-during-a-power-cut/

Western Power Distribution (OX15, OX16, OX17)

Priority Services Register

Register online:

www.westernpower.co.uk/About-us/Priority-Services/



If you are unsure which company supplies your power, check your last bill

Experiencing a Power Cut?

Call: 105

It's free of charge and will put you through to your local network operator who can give you help and advice.

You can call 105 no matter who you choose to buy electricity from.



Need more information?

Oxfordshire County Council

Emergency Planning Unit

emergencyplanning@oxfordshire.gov.uk

01865 323765

www.oxfordshire.gov.uk/emergencyplanning

This leaflet has been produced by Oxfordshire County Council's
Emergency Planning Unit



**OXFORDSHIRE
COUNTY COUNCIL**