

Priority Services Register - Registering and updating details

Need to remove a property from our Priority Services Register?

Simply send us an email to PSR@energyassets.co.uk or call us on 0333 9000 405 with the details and we will remove them.

All questions marked with a star (*) after them are mandatory fields. Please make sure that these are completed before returning the form to us. You can do this either by emailing it to PSR@energyassets.co.uk or posting it to Energy Assets, Victory House, Business Park, 400 Pavilion Drive, Northampton NN4 7PA.

Address *

Who should we contact about the property during a power cut?

Title *

First name *

Last name *

Preferred contact number *

Alternative contact number

Email address

Please provide a mobile number and email address if you'd like to receive updates of planned and unplanned power cuts.

Is there anyone else you would like us to contact during a power cut?

Title

First name

Last name

Preferred contact number

Alternative contact number

Email address

Please let us know your reason for registering by selecting any of the options applicable to you or anyone else living in the property*

- Rely on medical equipment that needs electricity and/or water
- Nebuliser and apnoea monitor
- Heart, lung and ventilator
- Dialysis, feeding pump and automated medication
- Oxygen concentrator
- Medically dependent showering/bathing
- Careline/telecare system
- Medicines requiring refrigeration
- Stair lift, hoist and electric bed
- Water dependent

Would you like to have an additional, independent person present if our staff need to visit your property?

Additional presence preferred

Chronic/serious illness

Yes

Safety

Oxygen Use

Poor sense of smell/taste

Poor mobility

Physical impairment

Unable to answer door

Restricted hand movement

Communication needs

Blind

Partially sighted

Hearing impairment (including Deaf)

Speech impairment

Unable to communicate in English

Other health conditions

Dementia(s)/Cognitive impairment

Developmental condition (such as ADHD, Autism Spectrum Disorders, Down Syndrome and Dyspraxia)

Mental health

Age related needs

Pensionable age

Someone with a young child or children under the age of 5

Temporary registration (such as a recent bereavement, divorce, redundancy, major surgery or stay in hospital)

Temporary - Post hospital recovery (for example, recovering from medical treatment)

Temporary - Life changes (such as recent bereavement or redundancy)

Temporary - Young adult householder (<18)

Home visit security password

Please let us know if you would like us to use a personal password for when we need to visit you. The password can only contain letters and numbers. No special characters or spaces are allowed, and it is limited to 10 characters in length.

Looking after your information

To offer this service, we'll keep the information you have given us and only contact you to provide you with support during a power cut or to provide information about the Priority Services Register or other essential services. Your personal information will not be used by us or our partners for marketing purposes. You can update your information at any time. If you are completing this form on behalf of someone else, by completing it you confirm that you have the permission of that person to do so.

Would you like to receive priority support from your energy supplier (the company you pay your energy bills to) including their meter operators and your gas distribution company? We may also be able to share your information with your water supplier to enable you to receive their priority support, depending on who your supplier is. Please tick this box if you are happy for us to pass your information to your energy and water supplier (if your water company is part of our priority services collaboration).

 Yes