

Priority Services Customer Registration Form

Thanks for your interest in our Priority Services, for customers with special requirements. You – or someone acting on your behalf – can register with us and tell us about any requirements you may have.

Please sign and return this form to **Freepost ECOTRICITY**. We'll need to tell your local electricity/gas distribution company, water company and our meter reading agent about your requirements, as they need this information for access and maintenance work. All the information you provide will be treated as confidential.

If you need any help completing this form – or would like to talk to us about it – please call us on **0345 555 7 100**, or if you'd prefer to call a landline, you can contact us on **01453 761 482** or email **home@ecotricity.co.uk**.

Priority Services on offer

- freephone priority service careline - so your call can be answered quicker
- BT Text Relay communications with our customer services staff
- password scheme – so you can be sure of representatives when they visit your home
- bills in alternative formats, including Braille, large print and talking bills
- possibility of moving your meter to an accessible location
- priority for reconnection
- notification when your area network company are scheduling planned work
- for eligible customers we offer a free gas safety check.

Are you eligible?

Please tick any of the following that apply to you or anyone in your household:

| | |
|---|--|
| <input type="checkbox"/> Chronic Illness | <input type="checkbox"/> Dementia(s) |
| <input type="checkbox"/> Pensionable age | <input type="checkbox"/> MDE electric showering |
| <input type="checkbox"/> Blind or partially sighted | <input type="checkbox"/> Careline/telecare system |
| <input type="checkbox"/> Deaf or hard of hearing | <input type="checkbox"/> Medicine refrigeration |
| <input type="checkbox"/> Pregnant / Families with young children 5 or under | <input type="checkbox"/> Oxygen use |
| <input type="checkbox"/> Speech impediment | <input type="checkbox"/> Poor sense of smell |
| <input type="checkbox"/> English is my second language | <input type="checkbox"/> Restricted hand movement |
| <input type="checkbox"/> Nebuliser and apnoea monitor | <input type="checkbox"/> Mental health issues |
| <input type="checkbox"/> Heart, lung and ventilator | <input type="checkbox"/> Additional presence preferred |
| <input type="checkbox"/> Dialysis, feeding pump and automated medication | <input type="checkbox"/> Temporary – life changes |
| <input type="checkbox"/> Oxygen concentrator | <input type="checkbox"/> Temporary – post hospital recovery |
| <input type="checkbox"/> Stair lift, hoist, electric bed | <input type="checkbox"/> Temporary – householders are all under 18 |
| <input type="checkbox"/> Physical impairment | <input type="checkbox"/> Temporary illness requiring hospital care |
| <input type="checkbox"/> Developmental condition | <input type="checkbox"/> Other (please |
| <input type="checkbox"/> Unable to answer door due to restricted movement | |

Your personal details

Full name:

Telephone number:

Postcode:

Email address:

Account no:
(if known)

Preferred contact method: Phone Email Letter

Please tick if there are any members of your household of a pensionable age including yourself

Please tick if there are any children under the age of five living in the property

Please tick if anyone in the property has a temporary illness and indicate how long their recovery is expected to take.

Details of your needs for priority service

Hearing: _____

Sight: _____

Mobility: _____

Medical equipment: _____

Other – please specify: _____

If you're hard of hearing

Please provide a BT Text Relay number: _____

If you're visually impaired please tick if you require

- Talking bills
- Braille bills
- Large print bills

English isn't my first language

Please advise what your first language is _____

Representative

Please complete this section if you'd like a friend or family member to receive duplicate copies of your bills and statements. This person will not be named on your account, so they'll be unable to discuss your account with us and they won't be financially responsible.

Full name:

Telephone no:

Password scheme

We offer a password scheme for extra security. We'll only give your password to members of staff and agents who need to know it. They'll quote it to you when they call at your home. If you'd like to change your password, please call us on **0345 555 7 100**.

Password: (8 letters max)

When will agents visit?

Please note our agents will visit between the hours of 8am and 8pm.

Passing on your details about your special requirements

So that we can give you the most appropriate service, we'd like to tell the people who may need to carry out work at your property about your requirements.

Please sign below to give your consent, so that we can share the relevant details you've told us about on this form with your local electricity/gas network operator and water company.

Signed: _____

Date: _____

We'll need to record the data provided in this form on our internal billing system so staff are aware of any requirements you may have.

I give consent for you to record your information provided in this form on our internal system.

Please note - if you don't sign and tick the box above, we'll be unable to add you to Priority Services because in order to support you, we need to be aware of any vulnerability at the supply address.

Energy providers share customer information with water companies and meter operators to make sure that you have access to any extra support, if and when you may need it. If you are not happy for us to share your information, please tick the box below:

I do not wish for you to share my data with the water company or any other third part meter operator.

By ticking the box above, we will not be able to share your data with your water company, or our meter operators which means that the support services available to you in respect of your vulnerability will be limited.

Please complete this form and return to **Freepost ECOTRICITY** (no further address details are needed)