

Priority Service Register — Application Form

Please complete the form in **CAPITAL** letters

Please provide the following details	
Priority Service Register applicant name	
UW account number	

How to complete the form:

- Provide your name and UW account number above.
- Read the form and tick every box that applies to you. Provide any other additional details needed in the relevant section.
- On page 4, make sure that you read the information about how we'll store, share and process the details you provide. If you agree, tick the consent box and add the date of your consent.

We're unable to process your application without your name, account number and consent to store and pass on your details. To learn more about how we manage your personal information, please see our privacy policy at uw.link/privacy-customer

How to submit the form:

You can scan a copy of your completed form and send it to us via the 'Contact Us' button in our help centre at uw.link/support

- On the online form, select 'Account management' with the subject 'Priority Service Register Form Submission'.
- Add your personal details and a short message.
- You'll see an option at the bottom of the contact form to add an attachment. Browse on your computer and select the digital file you scanned.

Alternatively, you can post a copy of your completed form to: Priority Services Register, Utility Warehouse, 508 Edgware Rd, London NW9 5AB

About your home

Do you own your own home?

Yes

No

Do you live alone?

Yes

No

Do any of these apply to you or anyone in your household?

Disabled

Chronic/serious illness

Hearing difficulties

Mental health issue
(e.g. clinical depression, schizophrenia)

Blind

Partially sighted

State pension age

Unable to answer the door

Additional presence preferred
(e.g. if a meter engineer needs
to attend your property)

Physical impairment
(e.g. osteoporosis, muscular
dystrophy, multiple sclerosis)

Dementia or cognitive impairment
(e.g. Alzheimer's, dementia,
learning difficulties)

Poor sense of smell or taste

Developmental condition
(e.g. Parkinson's Disease,
Huntington's Disease, cerebral palsy)

Restricted hand movement

Speech impairment

Water dependent
(e.g. renal failure requiring dialysis at
home, incontinence, abdominal stomas).

Unable to communicate in English? **Add preferred language below:**

Family with young children under the age of five
Date that the youngest child will turn five (DD/MM/YYYY)

Do you use any of these medical appliances?

- | | |
|--|--|
| <input type="checkbox"/> Careline/telecare system | <input type="checkbox"/> Medicine refrigeration |
| <input type="checkbox"/> Dialysis, feeding pump and automated medication | <input type="checkbox"/> Nebuliser and/or Apnoea monitor |
| <input type="checkbox"/> Oxygen concentrator | <input type="checkbox"/> Oxygen use |
| <input type="checkbox"/> Heart, lung & ventilator equipment | <input type="checkbox"/> Stairlift, hoist, electric bed |
| <input type="checkbox"/> Medically dependent showering or bathing | |

Temporary needs

We know that life-changing events such as bereavement, recovery from hospital treatment, or living independently for the first time can impact your living situation. If this is the case, we may be able to offer some support.

Register to receive extra help on a temporary basis

- Life change (bereavement)

When did this challenging time begin? (DD/MM/YYYY)

- Recently recovering from a hospital visit

What date did you leave hospital? (DD/MM/YYYY)

- Living alone under 18

Please confirm your date of birth (DD/MM/YYYY)

Other illnesses (please give details)

Specific services offered to those on our Priority Services Register.

Register to receive specific services (tick any that you require)	
<input type="checkbox"/> Meter reading	If you don't have a functioning smart meter and you, or anyone living with you, finds it difficult to read your electricity or gas meter, you can request that we read your meter once every three months.
<input type="checkbox"/> Large print <input type="checkbox"/> Braille bills	If you are registered blind or partially sighted, we can send large print or Braille bills in addition to your standard bill.
<input type="checkbox"/> Audio CD bill invoices	We can supply Audio CD invoices to our PSR customers who are blind or partially sighted.
<input type="checkbox"/> Contour Knob Turner	If you find it difficult to use an appliance, the Contour Knob Turner is designed to make turning those difficult-to-grip knobs easier and less frustrating.
<input type="checkbox"/> Pass phrase to identify us <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	For additional security, you can choose a pass phrase for when meter readers, staff, and representatives need to visit your property. If you would like to set up a pass phrase please print it here: (Max 8 characters)

Consent to store and pass on details about your specific needs

The sensitive information you've supplied above will be stored securely on your account with us. To enable us to offer you the additional priority services you've requested, and meet your requirements, we may need to pass on some of this information to the distribution network operators in your area.

To give consent for us to store, share and process the sensitive information you've provided, please tick the consent box below alongside the date of your consent.

I tick this box to consent to my details being stored and processed as described above.	<input type="checkbox"/>
Date of consent (DD/MM/YYYY)	

Other services we offer

To find out more information on the services below, or to request to have any added to your account, please visit our help centre on uw.link/support or call us on **0333 777 0777**.

Add a trusted person to your account

If you'd like to add an additional person's name to your UW account, who we can speak to about your account on your behalf, please get in touch.

Meter repositioning

If you have a traditional (non-smart) prepayment meter and find it difficult to access the meter to safely top it up, we may be able to arrange to move it to a more accessible location. Get in contact with our team using the details above. They'll be able to support you with any questions you have on this and advise if this is right for your property.

Alternatively, we may be able to fit a smart meter for you so you can top up in-store or online without inserting a device into your meter. To find out if this is a possibility, you can call us on **0333 005 6555**.

Gas safety check

A free annual check of all gas appliances is available to qualifying customers. These checks are carried out by Gas Safe registered engineers who can give you advice on the condition of your appliances and their continued safe use. To see if you are eligible or find out more, contact our team.

Additional Information

Advice on using energy efficiently

You can find advice on using energy efficiently at uw.link/energy-tips or call our Energy Efficiency Line on **0333 003 5647** to speak to someone who can give you expert advice.

Relay UK

A text relay service that offers text-to-speech and speech-to-text translation services. A Relay Assistant in a call centre acts as a link, enabling people with hearing or speech impairments to communicate with our call centre over the phone. Head to their website to find out more information at relayuk.bt.com

SignVideo

A video sign language option for customers with speech or hearing difficulties. Head to our website via uw.link/signvideo to find out more and to start a conversation with us using this service.

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