

**Gas and electricity suppliers are obliged to offer a range of FREE services and additional benefits to support their most vulnerable customers.**

**The free services listed in this guide are available to all mains gas and electricity customers who meet the eligibility criteria.**

You can ask to be added to your supplier's Priority Service Register if any of the following applies:

- › You are of pensionable age
- › You have a disability
- › You have a long term health issue
- › You have a hearing or sight issue

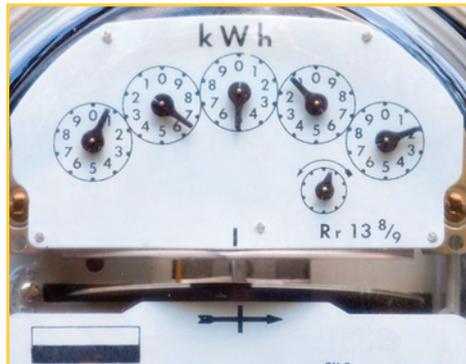
**Registering should provide you with the following free services:**

#### Password scheme

You can arrange to have a secure password with your supplier, so you can feel confident any callers are genuine.

#### Meter reading

If you have difficulty reading your meter your supplier can arrange to read your meter more regularly and supply more accurate bills.



If you have an older style dial meter, you can contact your supplier to see if they will change this for a digital meter which will be easier to read.

#### Moving and changing meters

If your meter is difficult for you to access or reach your supplier will look into moving it to a more convenient location. This move should be free of charge.

#### Free gas safety check

You can arrange to have a free safety inspection of all gas appliances and pipework.

#### Alternative bill recipient

If you would find it helpful, you can nominate someone else to receive a copy of your gas or electric bill. The responsibility for paying the bill will still be yours, but your nominee can help you manage your account.

#### Alternative bill formats

Your bill can be made available to you in a more convenient format, such as large print, braille or talking bills.

#### Notification of service interruptions

If you rely on heating for a health condition or have medical equipment dependent on your electricity supply, you can be notified in advance of any planned disruption to your supply.

#### Adapted controls

If you have difficulty using your gas controls, specially designed adapters may be available to help.

#### How to apply

Joining your energy supplier's Priority Services Register should be fairly simple but you will need to contact them to apply.

## OTHER DISCOUNTS FROM YOUR ENERGY SUPPLIER

If you're applying to join your energy supplier's Priority Service Register, ask if you also qualify for the Warm Home Discount Scheme.

A relative, carer or advocate can also do this for you, or you can contact Community Energy Plus for further assistance.

#### Warm Home Discount Scheme

Social tariffs, which are provided by energy suppliers to ensure that their most vulnerable customers access their cheapest energy prices, are being replaced with the Warm Homes Discount Scheme. This provides eligible customers with an annual discount on the energy bills. Householders receiving pension credit should automatically qualify, although the scheme can also help other customers in vulnerable groups. Contact your supplier to apply after the 1st April each year.

## Cornwall's Independent Energy Experts

Our services to help householders in Cornwall and Devon enjoy warmer, energy efficient homes include:

- › Insulation and heating solutions
- › Energy efficiency advice and surveys
- › Planning for renewables services
- › Condensation and mould services
- › Help to understand and reduce energy bills

In certain circumstances we can access funding for services – call us to discuss your needs.



For advice  
call Freephone  
**0800 954 1956**

### Community Energy Plus

3-4 East Pool, Tolvaddon Energy Park, Camborne TR14 0HX

**Telephone** 0800 954 1956 **Visit** [www.cep.org.uk](http://www.cep.org.uk)

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COMMUNITY  
ENERGY PLUS

A Simple Guide  
for Householders

# Priority Service Register



Call **0800 954 1956** Visit [www.cep.org.uk](http://www.cep.org.uk)