

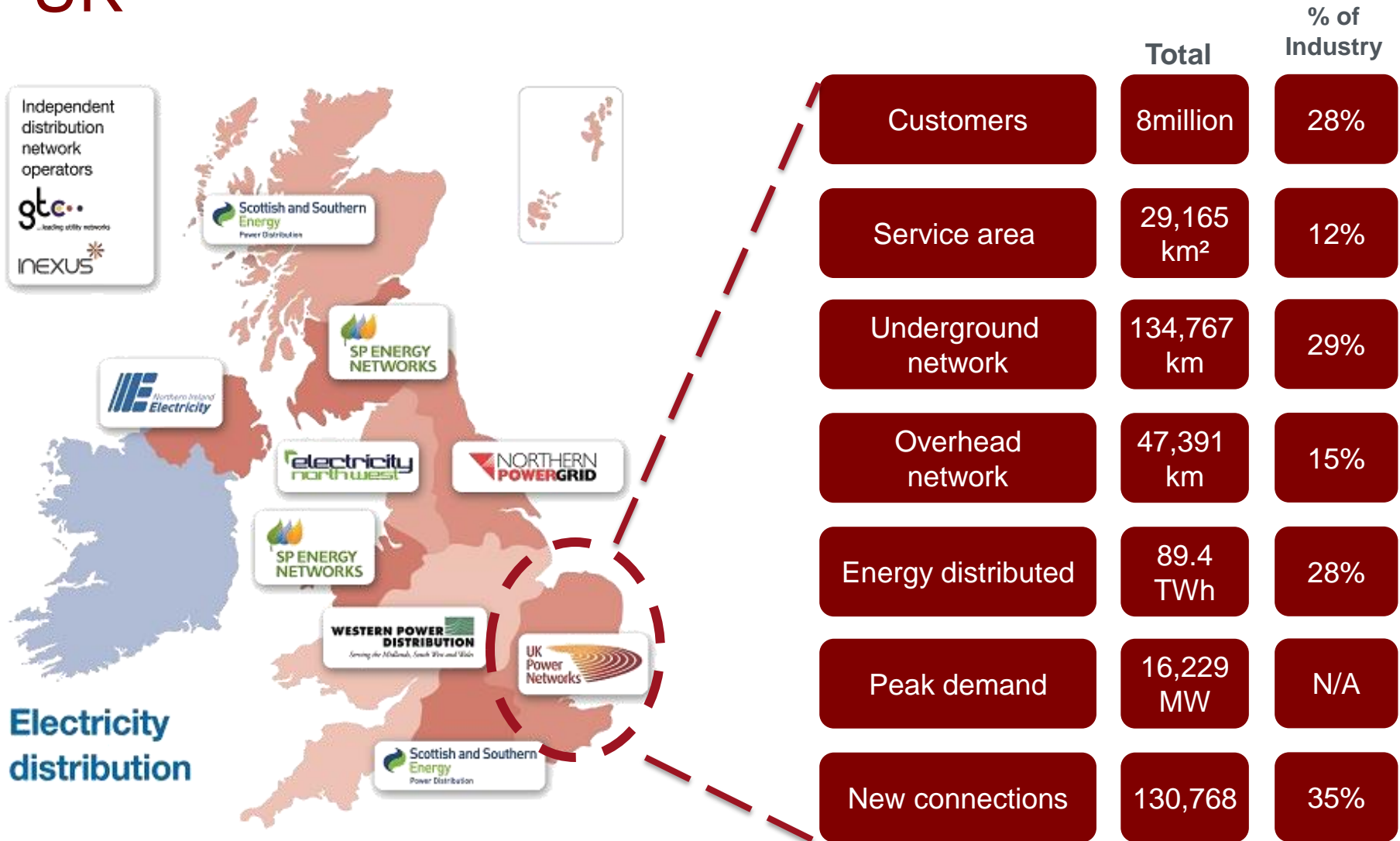


# Priority Services

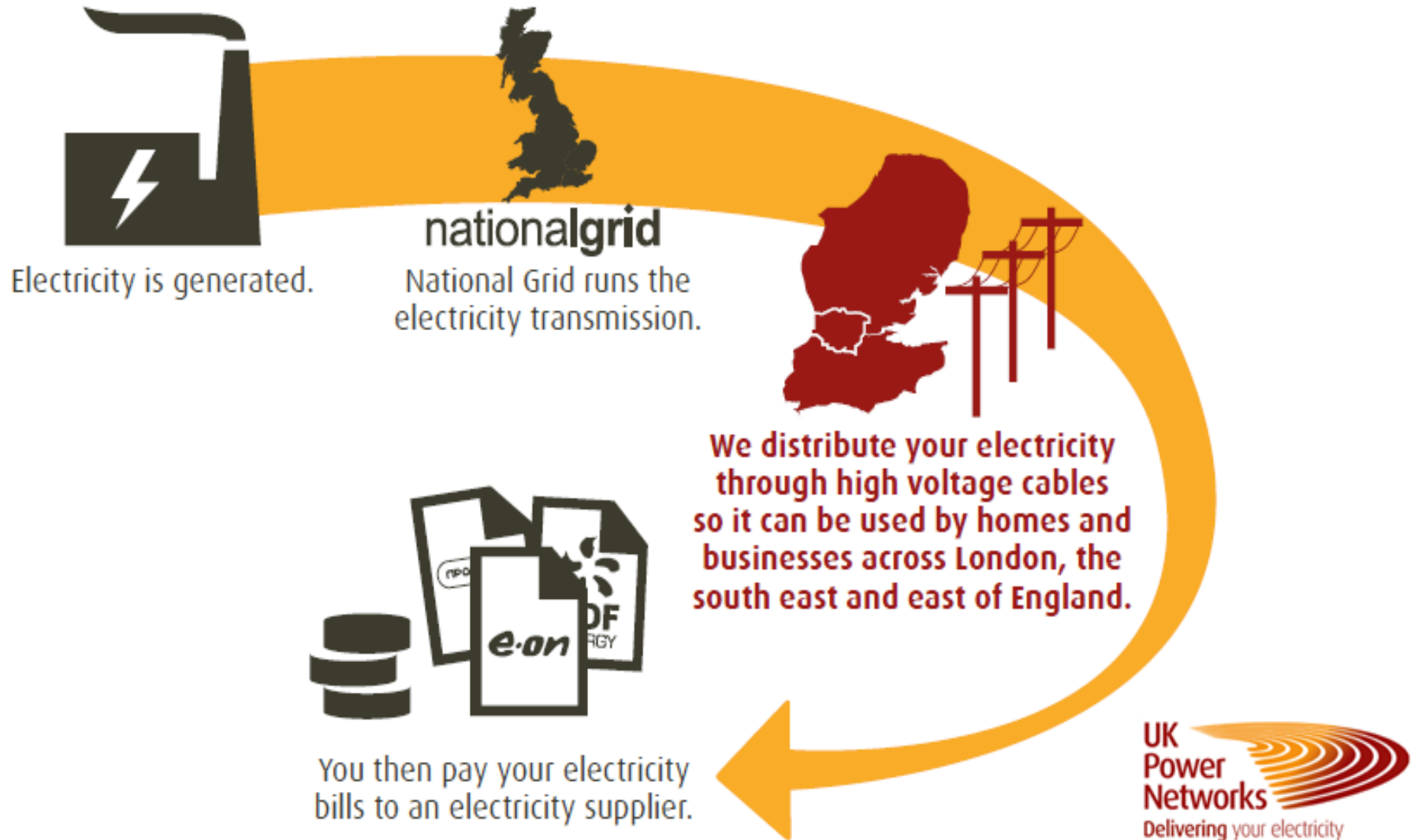
September 2016



# One of the largest electricity distributors in the UK



# Where we fit in the energy chain



# NEW SINGLE EMERGENCY NUMBER

POWER CUT?  
CALL 105

Recommendation following 2013/2014 winter storms

1<sup>st</sup> emergency number given to private sector

Over 150 people involved, 2 ½ years to implement

Routes within 200<sup>th</sup> Second to correct network  
operator

You can call 105 from most landlines and mobile phones.  
Check with your service provider.



*To do our utmost to identify vulnerable customers within our area, to engage with them sensitively.*

*To provide the highest possible levels of care and attention during power cuts. As well as a personalised service to support them in their everyday lives.*

# What our Vulnerable customers said

## Promote PSR

I want to be able to access information about the PSR in a way that suits me

## Keep me informed

I want to be kept up to date during a power cut and for support in my home to be offered

## Help save money

I would like to know more about energy efficiency and be offered independent advice

## Treat me as an Individual

I want to be treated as an individual by someone who takes time to understand my needs



# Our partners



# Working with British Red Cross





# UKPN Community Support Vehicle

We are launching a trial for a UKPN Community Support Vehicle. The aim of providing on the ground customer support for faults with longer ETR's.





# You and your home

Saving you money through energy efficiency advice



**You and your home** is an initiative connecting you to trained advisers from **Citizens Advice** who will assess your energy needs and help you by giving practical support and advice that can save you money. The initiative is run by **Citizens Advice** in partnership with UK Power Networks



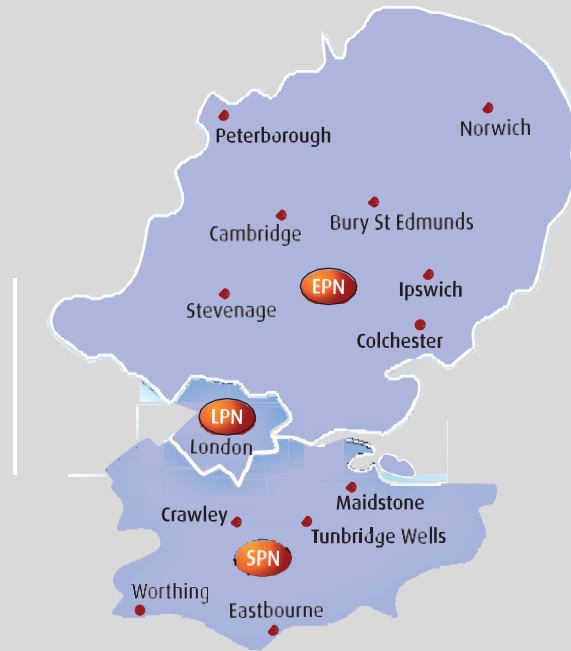
Citizens Advice will assess you and your home's needs and offer independent, impartial advice

Review your electricity and gas tariff and determine if you should switch supplier where savings can be made

Check that you are benefiting from all the schemes and benefits that you are entitled to

Help you apply for energy grants and schemes

Support you with utility debts



# Working with Parish Councils

- In 2016, we contacted 400 Parish Councils to directly recruit local residents to the Priority Services Register (PSR)
- 50 responded and from the trial 160 residents were spoken to face to face and 80 signed up to the PSR
- The engagement was personal and local through coffee mornings, meetings and on the doorstep

# Working with Parish Councils

- This year, we plan to contact the 2,500 parish councils in our regions
- 283 are in Essex
- Our hope is to reach 5,000 PSR sign ups by 31 March, 2017 by working with parish councils
- We will be mailing out a PSR pack in October to all parish Clerks asking for help





Thank you