

Special services for customers who are elderly, long-term sick or disabled

If you are:

- of pensionable age
- disabled or long-term sick
- blind or partially sighted
- deaf or hearing impaired,

then we have a range of special services available to you.

You may be eligible for inclusion on our Priority Services Register. This is a confidential register that allows us to make a note of your needs and let our staff and agents know about any special needs you may have.

We offer the following services, free of charge:

- **Gas Safety Check** – an annual check of all gas appliances and other gas fittings (offered free of charge to qualifying customers).
- **Special controls and adapters** – for customers with dexterity or visual impairment.
- **Nominated third party to receive energy bills** – you can nominate someone to receive your bills on your behalf
- **Specialist bills** – we also offer Braille, large print or audio invoices on request.
- **Text Phone/Minicom** – hearing or speech impaired customers can contact us on 0844 576 3500 for our Text Phone/Minicom service.
- **Quarterly meter readings** – available if no-one living at the property is able to read the meter.
- **Meter repositioning** – available if the meter is difficult to read or get to.
- **Password scheme** – for added security, we can set up a password for our staff or representatives to use if they need to visit you at your home.
- **Notification of entry on Priority Services Register** – we make your Gas Transporter and Regional Electricity Company aware that you are on the PSR in case of emergency or disruption to either service in your area.
- **General enquiries and complaints** – contact our Customer Service Team on 0844 815 7777 or by the Text Phone/Minicom number mentioned above (if applicable) for general queries or complaints, or if you would like us to include your details on the Priority Services Register.

If you are of pensionable age, disabled or long-term sick and would like to see a full guide to the above services or alternatively if you would like a full guide of services available to blind or deaf customers, then please contact our Customer Service Centre on 0844 815 7777; e-mail energy@uwdc.co.uk; or write to us at: The Utility Warehouse, Dryden House, The Edge Business Centre, Humber Road, London NW2 6EW and we will be happy to send you a copy of the guide.