



This factsheet tells you about free services from your energy company. It tells you:

- who can get free services
- what free services you can get
- how to get free services.
- getting help with paying your bills.

Who can get free services?



You can get free services from your energy company if you:

- have a disability, chronic sickness, or a visual or hearing impairment

or

- are over 60 years old.



You can get these services by joining the **priority service register**. The priority services register:

- is free to join
- can save you money
- can help you to feel safer at home.



How to join the priority service register

Contact your gas and electricity company.

You can find their phone number on your bill.

For more information about this, see page 4.

What free services can you get?

Here are some of the services you might be able to get if you join the priority services register:



- **Password scheme**

You can choose a password and agree it with your energy company. When they send someone to your house to read your meter, they will say your password. This means you will know the person is from your energy company, and is not a 'bogus caller' (someone who is not who they say they are).



- **Information in a different format**

You can get information in a format that you can understand. For example, you can ask for your bills in large print, on audio tape or in braille.



- **Bill nominee scheme**

If you find it difficult to read or understand your bill, you can ask for them to be sent to a friend, family member or carer. Or you can ask for a friend, family member or carer to be sent a copy of your bill.



- **Meter readings**

If you find it hard to read your meter and no one else who lives in your home can read your meter, your gas and electricity company can come and read your meter for you once every 3 months. This means that your bill will be for the actual amount of gas and electricity you have used, and not an estimate.

- **Moving your meter**



If you find it hard to read your gas or electricity meter because of where it is, your energy company may be able to move it to a better place for you. For example, they could move your meter if it is too high up or too low down for you to see.

- **Easy to use controls and adapters**



If you find it hard to use your meter, or things like your cooker or kettle, you can get easy to use controls or adapters from your energy company.

- **Gas safety checks**



You can get a check of all your gas appliances (things like gas heaters) to make sure they are safe.

You will only get this service if you own your own home and everyone who lives there joins the priority service register. (If you are a tenant your landlord must do this for you instead).

- **Help in an emergency**



If your gas supply is switched off and you are not told this is going to happen, your gas company will provide you with other ways to cook your food and heat your home.

You will only get this if you and everyone you live with join the priority service register.

How to get free services

To get these free services, you need to join your energy company's **priority services register**.

All gas and electricity companies have a priority service register scheme. But sometimes the scheme has a different name.

If you want to join, contact your energy company and ask to join the priority services register. You can find their phone number on your bill.

Remember! If you get gas and electricity from 2 different energy companies, you will need to contact them both.



Remember



For more information and advice on free services and the priority services register, you can contact **energywatch**.

Look on your folder to find out how to get in touch.