

# Prioritise Me

Understanding the Energy Market Together

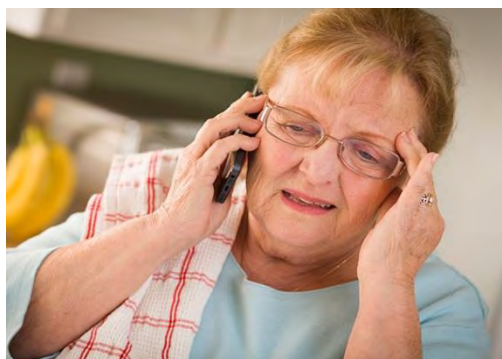
## Do you know about the Priority Services Register?



Did you know that, because you are a person with a mental health issue, learning disability, autism or both, you can go on the Priority Services Register with your energy provider?



How do you get on this register?



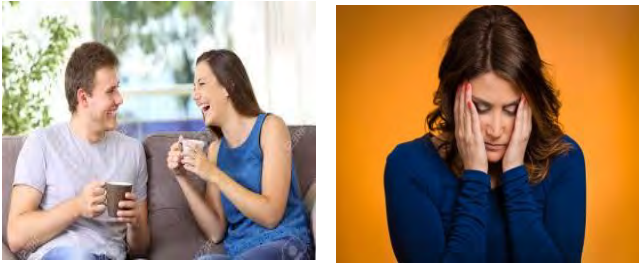
Ring the company that supplies you with your gas and electricity and ask them to put you on the register.

Have your account number ready - you will need it.



Or go on their website – some companies let you register for priority services online.

Have your account number ready.

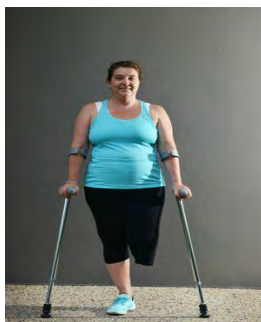


If you are worried about doing this, ask someone you trust to help you.



To get on the Priority Services Register, you must:

Have a disability (such as learning disability or autism)



Have a long-term health condition

Be recovering from an injury



Have mental health problems



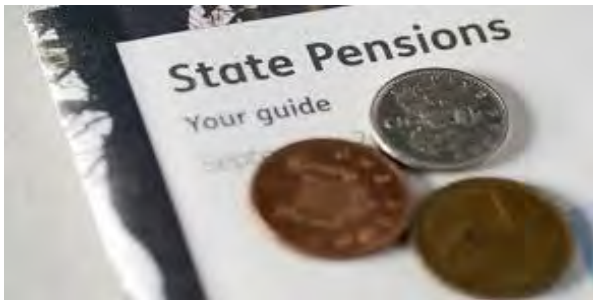
Struggle to speak or understand English



Have children under 5



Be pregnant



Have reached your State Pension age.



When you have registered, your energy company may be able to give you extra support, like:

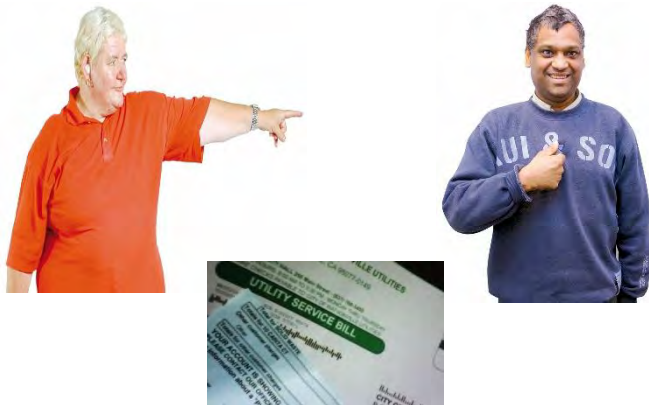


Giving you notice of any planned power cuts. This means that if you need your energy to stay on because of your health, they may be able to provide alternative heating and cooking equipment during the power cut.





Providing accessible information, such as bills in larger print, braille or even in pictures.



You can ask your supplier to send information such as bills to a person chosen by you who has agreed to receive them, such as a family member or carer. This is called a nominee scheme.



**Meter reading services:** if you or someone you know is unable to read your meter, your supplier may be able to read it for you.



It makes you part of an identification scheme – Suppliers have to provide extra help for you to recognise someone working for their company, such as meter readers.



Password protection. Gas/electricity companies must agree to use a password with you (or your family members or carers) to help recognise members of their company such as meter readers.



Make sure that you can use your prepayment meter safely; they may be able to move it for you.

Accessible information developed by self-advocates who are people with learning disabilities at Speakup

Funded through the Energy Industry Voluntary Redress Scheme [www.energyredress.org.uk](http://www.energyredress.org.uk)