

nationalgrid



Our Priority Services Register is here for you

From time to time, power cuts can happen for reasons beyond our control. We understand power cuts can be particularly worrying if you rely on electricity for medical equipment or if you are elderly, very ill or disabled.

Our free Priority Services Register is there to give you, or your loved ones, tailored support in a power cut.

You can join our Priority Services Register if:

- you rely on electricity for medical reasons
- you use a stair lift, hoist or electric bed, for example
- you have a specific communication need when contacting us
- you would be distressed by an unexpected power cut or find it difficult to cope.

If you register, we can support you in various ways:

- provide a direct number for you to contact us in the event of a power cut
- agree a password with you before we visit to help you feel safe
- provide special help, if needed, through our partnership with the British Red Cross
- provide free 24 hour updates and alerts to give you advice and information during an unplanned power cut
- update you in advance of a planned interruption to your supply.



Scan here to join our free
Priority Services Register

To join or for more information: Call **0800 096 3080**, or register at: **nationalgrid.co.uk/psr-spring**

