



Free priority services register for vulnerable residents

Sometimes you, or someone you know, may need additional assistance in the event of a water shortage or power outage. Water, gas and electricity companies offer a range of free priority services to help.

You can request now to get extra support when you need it most by signing up to your utility company's free priority services register.

You can receive extra support if the following apply to you:

- If you rely on medical equipment
- If you have refrigerated medicines
- If you have a serious or chronic illness
- If you have a disability
- If you or someone you care for is living with dementia
- If you are of pensionable age
- If you have children under five in your household
- If you need extra support for a short period (for example - if you are recovering from medical treatment or have suffered a bereavement)

For further information and to sign up to a priority services register visit your utility company's website.

UKPN (UK Power Network) – Electricity - Priority Customer opt-in Service

<https://www.ukpowernetworks.co.uk/power-cut/priorityservices>

Call to register - **0800 169 9970** (*Lines are open 24 hours*).

SGN (Southern Gas Network) – Priority Services Register

<https://www.sgn.co.uk/help-and-advice/extra-help/priority-services-register>

Call Careline on **0800 975 1818** or Send an email to customer@sgn.co.uk

South East Water – Supply – Priority Services Register

<https://www.southeastwater.co.uk/help/priority-services/psr-logged-out-form>

If you would like to register for Priority Services, call the Customer Care Team on **0333 000 2468**

Monday to Friday between 8am - 7pm.

Southern Water – Supply & Sewerage Provision – Priority Services Register

<https://www.southernwater.co.uk/help-advice/join-our-priority-services-register>

Phone for free on **0800 027 0800** from 9am–5pm, Monday to Friday.