

# Priority Service Register Statement

Our commitment to you

Confidentiality class: None (C1)



**VATTENFALL**

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# Document Control

| Revision Control Record |            |   |
|-------------------------|------------|---|
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| <b>Author</b>           | CEC        |   |

# 1. About Vattenfall Networks

Vattenfall Networks Limited is an electricity independent Distribution Network Operator (iDNO) licensed to work anywhere in Great Britain. This means we can own and operate the wires which take electricity from the grid to your home and business

Vattenfall Network Limited is part of the Vattenfall Group which is one of largest energy companies in Europe. Vattenfall Group's main markets are in Sweden, Germany, Netherlands, Denmark, Finland, and the UK. We also operate electricity distribution networks in Sweden and Germany where we have an ongoing development of smart grid solutions which ensure security of supply.

## 2. Provision of Priority Service for domestic customers

At Vattenfall Networks, we want to ensure that our customers are provided with a reliable electricity network that they can count on. However, there can be periods when your electricity supply is interrupted. Should we need to interrupt your supply due to planned maintenance work we will notify you in advance. However, your supply may be unavailable without prior notice due to un-planned work or a fault in the area.

Electricity is an integral part of our daily lives and some of our customer have special requirements which need further assistance. That's why we provide a priority service register to be able to tailor our service to your needs.

You can register to our priority service if you are either:

- of pensionable age;
- disabled;
- chronically sick;
- have special communication needs;
- live with children under 5; or
- you depend on electricity for medical reasons

You may also ask your supplier to include you in the priority service register. We will ensure that the information is accessible to us as well. Others can also notify us on your behalf.

Your details will be kept in strictest confidence and in line with our Data Protection Policy which can be found on our [website](#). However, we may share the information you gave us with your registered supplier or any other authorised organisation for electricity-related purposes only (e.g. electricity meter company, contractors) who would have to know your requirements when visiting your home.

## 3. Visiting your home

In the event that we require to visit your home due to planned or unplanned work such as outages or inspection, we will ensure that we can provide sufficient reassurance for you.

When a member of our team or contractors on our behalf visit your home, we will ensure that appropriate checks are carried out to certify that they are fit to enter your home. All team members and contractors working on our behalf will carry an identification card (with photograph) to recognise that they are authorised by Vattenfall Networks to carry out works. If you are unsure about the validity of someone's identity card, please contact us at +44 (0)20 3955 5140 from 9am to 5pm or 105 for 24-hour service.

We will endeavour to notify you in advance of the visit.

## 3.1. Setting up a password

You should be able to easily identify our team members or contractors working on our behalf, however, if you would like to register with our Priority Service, we can offer you a password facility which you can use if our team member or contractor needs to visit your home. This service is free of charge and our priority is to keep you safe and informed.

To arrange a password with us, please mark the “I require a password” on the Priority Customer Service Registration form found at the end of this document. One of our advisors will contact you on the phone number provided to agree the password.

If you have a registered password with us, make sure you always ask for it before you allow access to your house or premises. When in doubt, do not let them into your home until you have clarified the circumstances with us.

## 4. What can you expect from us while your power is off?

Our working principle is to make sure that your electricity supply is always available. However, occasionally we will have to switch your electricity off in order to undertake essential work on our network. Sometimes, your electricity may also be unavailable without our knowledge. In most cases it happens when we have a fault on the network and an investigation is required. In either situation, we will always endeavour to restore your supply as soon as possible. We cannot guarantee that your power will be restored faster than other customers as the supply restoration can be a complex process. However, if you are our customer registered on our Priority Service Register you will benefit from additional support services from us during any power cut. The service include, but not limited to:

- Providing you with a direct phone number to call in the event of a power cut (if it is not a planned one);
- Informing you at least 3 working days before we plan a shutdown;
- In all circumstances, we will liaise with you to make sure you are fully informed about the planned supply interruption arrangements;
- We always will try and do our best to help you during the power cut, however it is essential that you have alternative arrangements in place
- Giving you essential advice about how to stay safe during the power cut; and
- Keeping you as updated as possible, particularly with the actual time of the supply restoration to your house

## 5. How to register with us?

You can register with us free of charge by completing an application form – please see Appendix 1. Please send us your completed application to:

- Via email: [uk-networks@vattenfall.com](mailto:uk-networks@vattenfall.com)
- Via post to: Vattenfall Networks, 2nd Floor, 181 Queen Victoria Street, London, EC4V 4EG

You can also contact us by phone +44 (0)20 3955 5140 if you would like a printed copy of this statement.

If English is not your first language or if you require this statement in either audio, large print or in Braille, please call us on +44 (0)20 3955 5140. This will be provided free of charge.

# Appendix 1 – Priority Service Register Form

# PRIORITY SERVICE REGISTER FORM

At Vattenfall Networks our goal is to provide a reliable service that works for our customers. If you or a member of your family that lives with you is under special circumstances, we are able to provide additional support during a power cut.

Please note that by completing and submitting this form you are providing Vattenfall Networks with your consent to use your personal data for relevant Priority Service Register purposes only. As part of our license obligations, we can share this information with other parties for the same purpose.

Please send us your completed application to:

- Via email: [uk-networks@vattenfall.com](mailto:uk-networks@vattenfall.com)
- Via post to:

Vattenfall Networks  
2nd Floor  
181 Queen Victoria Street  
London, EC4V 4EG

If English is not your first language or if you require this statement in either audio, large print or in Braille, please call us on 020 3955 5140. This will be provided free of charge.

Note: Fields marked in **bold** are mandatory

## Your details

|   |  |
|---|--|
| <b>Title:</b>                             |  |
| <b>First Name:</b>                        |  |
| <b>Surname:</b>                           |  |
| <b>Contact number (daytime/landline):</b> |  |
| <b>Mobile contact number:</b>             |  |
| <b>Email address:</b>                     |  |
| <b>Home address (see below)</b>           |  |
| <b>First line</b>                         |  |
| Second line                               |  |
| <b>Post code</b>                          |  |
| <b>City</b>                               |  |

|  |  |
|--|--|
| <b>Contact preference (email, post, phone) – You can select multiple options</b>               | <input type="checkbox"/> Email<br><input type="checkbox"/> Post<br><input type="checkbox"/> Phone  |
| <b>Is there anyone we can contact in case of a power cut?</b>                                  |  |
| <b>Nominated Person Title:</b>   |  |
| <b>Nominated Person First Name:</b>  |  |
| <b>Nominated Person Surname:</b>   |  |
| <b>Contact number (daytime/landline):</b>  |  |
| <b>Mobile contact number:</b>  |  |
| <b>Email address:</b>  |  |
| <b>Would you like for us to set up a password with you to enter your premises?</b>             |  |
| <b>I require a password</b>  | <input type="checkbox"/> Yes <input type="checkbox"/> No<br><br>If yes, we will contact you on the details above to set up the password. Please do not write the password on the form  |
| <b>Reason for registering in our Priority Service Register (you can select all that apply)</b> |  |
| <b>Mobility impairment, disability or mental health condition</b>                              | <input type="checkbox"/> Chronic/serious illness<br><input type="checkbox"/> Restricted hand movement<br><input type="checkbox"/> Physical impairment<br><input type="checkbox"/> Developmental condition<br><input type="checkbox"/> Dementia<br><input type="checkbox"/> Poor sense of smell<br><input type="checkbox"/> Mental health<br><input type="checkbox"/> Unable to answer door/restricted movement |
| <b>Pensionable age</b>   | <input type="checkbox"/> Pensionable age   |
| <b>Communication impairment</b>  | <input type="checkbox"/> hearing/speech difficulties (inc. Deaf)<br><input type="checkbox"/> Blind<br><input type="checkbox"/> Partially sighted   |
| <b>Live with children under 5</b>  | <input type="checkbox"/> Families with young children 5 or under   |



|                                |   |
|--------------------------------|---|
| <b>Medically dependent</b>     | <input type="checkbox"/> Oxygen Use<br><input type="checkbox"/> Medicine refrigeration<br><input type="checkbox"/> Assisted electric showering<br><input type="checkbox"/> Stair lift, hoist, electric bed<br><input type="checkbox"/> Unable to communicate in English<br><input type="checkbox"/> Nebuliser and apnoea monitor<br><input type="checkbox"/> Heart, lung & ventilator<br><input type="checkbox"/> Dialysis, feeding pump/automated medication<br><input type="checkbox"/> Oxygen concentrator<br><input type="checkbox"/> Careline/ telecare system |
| <b>Temporary accommodation</b> | <input type="checkbox"/> Temporary – Life changes/other<br><input type="checkbox"/> Temporary – Post hospital recovery<br><input type="checkbox"/> Temporary – Young adult householder (<18)  |
| <b>Other</b>                   | <input type="checkbox"/> Additional Presence Preferred<br><input type="checkbox"/> Other: Please tell us your concerns:<br><div style="border: 1px solid black; height: 100px; width: 100%; margin-top: 5px;"></div>  |

Before you submit, please take a moment to provide the following consent:

|                          |   |
|--------------------------|---|
| <input type="checkbox"/> | By ticking this box I am providing consent to Vattenfall Networks to process the information provided in accordance with our data protection policy. I also understand that my data can be shared to other companies for the purpose of providing this Priority Service Register. The information provided above is true to the best of my knowledge. |
|--------------------------|---|

**Completed by:**

**Full name in  
 capitals:**

**Signature:**

Version 2.0 - Priority Service Register Form