

Would you need help during a power cut? Then sign up for extra free support

Need extra support during a power cut or know someone else (maybe a relative, neighbour, patient, or friend) that would need extra support during a power cut? You may be entitled to free extra support from UK Power Networks.

In Ardleigh you live in UK Power Networks area and if you are any of following apply the you can register on the 'Priority Services Register':

- Customers who are dependent on medical equipment
- Customers who are chronically ill
- Customers with a disability
- Customers who are visually impaired or blind
- Customers who are hearing impaired or deaf
- Elderly customers
- A nursing or residential home
- Customers with young babies in household

Other cases will be considered too so please get in touch.

What help should I expect to get during a power cut?

- A priority number that you can call 24 hours a day if you have a power cut
- Regular text messages or phone updates during a power cut
- Extra support from our partners, such as the British Red Cross, to visit your home during an emergency (we'll check with you first)

How to apply

- [Sign up now online http://www.ukpowernetworks.co.uk/internet/en/power-cuts/priority-services-during-a-power-cut/priority-service-register-application-form/](http://www.ukpowernetworks.co.uk/internet/en/power-cuts/priority-services-during-a-power-cut/priority-service-register-application-form/)
- Email psr@ukpowernetworks.co.uk
- Call 0800 169 9970
- Download an application to print off <http://www.ukpowernetworks.co.uk/internet/en/power-cuts/priority-services-during-a-power-cut/priority-service-register-application-form/> and send to Priority Services Coordinator, UK Power Networks, Fore Hamlet, Ipswich, IP3 8A

Who are UK Power Networks?

UK Power Networks own and maintain electricity cables and lines across London, the South East and East of England making sure your lights stay on. You don't pay your electricity bills to UK Power Networks. Your electricity supplier is the company you choose to buy your electricity from, and who you pay your bills to.