



Priority Service Register

Information on qualifying conditions and registration form

Solarplicity Energy Limited
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Registered Address: Unit 8 Peerglow Centre, Marsh Lane, Ware, Hertfordshire SG12 9QL
Solarplicity Energy Ltd Registered in England 08053210 GB VAT No 184 7242 89

Priority Service Register

We are dedicated to providing the best service we can to all customers. It is important to us to keep an up-to-date priority service register. This allows us to provide additional support to those who require it.

If you are elderly, disabled or have a long term illness, please get in contact with us so that we can keep our records up to date and add your account to the Priority Service Register.

- When on the Priority Service Register we will be able to provide you with additional services:
- We can provide your bills in alternative formats such as large print or Braille
- If you require, we can send a copy of your bills to a friend or relative. We need written permission from both yourself and your secondary contact in order to do this.
- If you are unable to read your meter we are able to send someone regularly to do this. We can also ensure your meter is in an accessible location and is easy to read. If you are on the Priority Service Register, you can talk to us about the options available to you.
- All our representatives will produce an Identification card when coming to read your meter. However, if you wish, you can also set a password which our representatives will need to know before entering your property.

If you would like to be added to the Priority Service Register please fill in the form below and send it to the address listed on the form.

Further Assistance is also available from the following organisations:

Royal National Institute for the Blind (RNIB)
Information Line **0303 123 9999**
www.rnib.org.uk

Royal National Institute for the Deaf (RNID)
Information Line **01733 361199**
Textphone **01733 238020**
www.rnid.org.uk

Consumer Focus
020 7799 7900
<http://www.consumerfocus.org.uk/get-advice/energy/households/help-for-vulnerable-consumers>

Citizens Advice
08454 04 05 06
www.citizensadvice.org.uk

Age UK
020 7278 1114
<http://www.ageuk.org.uk/>





Thank you for your interest in joining our Priority Service Register. Please use this form to provide details of your special requirements, so that we can tailor our service to your particular needs.

Under the terms of our supply license, we are required to obtain your consent to pass your details to local electricity network operator companies, who may need to visit your house or carry out work on your electricity meter. The information you provide here will be used to help us provide you with a better service and will be treated as confidential. If you have any questions regarding this form, please feel free to call us on 0845 074 3601.

Your Personal Details

Title and Full Name

Postcode

Customer Reference Number (if known):

Details of Your Special Needs

Hearing _____

Sight _____

Mobility _____

Medical Equipment _____

Other _____

Required Additional Services

If you have a textphone number, please enter it here:

Do you require your bills in one of the following formats? (Tick as appropriate)

Braille

Talking Bill

Large Print

None of the above



Secondary Contact

If you would like us to send a copy of your bill to a friend or family member please provide their details below:

Full Name

Your relation to this person:

Address

If you would like us to contact the person named above on your behalf, such as when we have questions about your account, please provide their telephone number here:

Please ask the person named above to sign here:

Password

Meter readings are taken by the meter operator in your area and they will always show identification before entering your property. However if you would like to set a password that our staff and agents must know before entering the property please provide it below. If you ever wish to change your password, please let us know.

Your Password
(10 Letters Max)

Passing on details about your special needs:

In order to offer you the most appropriate service we would like to inform any agents who may need to carry out work at your property that you have special needs. Please give your consent for relevant details about your special needs shown on this form to be passed on to your local electricity network operator company by signing below:

Please Sign Here:

Please return your completed form to:

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