

Priority Service Register

Looking After our Vulnerable Customers

As a company, we strive to provide an excellent service to all our customers. That's why we understand that some customers may require a little bit more help than others when managing their energy supply. For example, if you:

- are aged 65+
- have a long-term illness
- are injured
- have a psychological condition
- have hearing or visual impairment
- cannot speak English
- or have children age 5 or under

you can join our Priority Service Register.

Even if your circumstance is not listed above please, feel free to apply as you may still be eligible.

What is the Priority Service Register?

The Priority Service Register is a register of our customers who, due to a particular set of circumstances, may be particularly vulnerable in the event of service disruption or power failure. Enrolment on our Priority Service Register ensures that you receive additional assistance at certain times and in certain situations. Current services include:

- Advance notice of power disruptions
- Priority service in the event of power outage
- Quarterly meter readings
- Nomination scheme

The details of these services are outlined at the end of this document.

What information is required to be enrolled onto the Priority Service Register?

In order to register you, we will require a little bit of background regarding your situation. Please complete our online [form](#) and send it to us. Then, one of our agents will review your application and inform you via email of your successful or unsuccessful enrolment.

All information you provide to us will be treated as strictly confidential, and we will only share relevant information with your local Electricity & Gas Network Operators so that they can provide the additional assistance you require.

You can apply to be on the PSR if yourself, or anyone in your household, falls into the categories listed above. We will ask you when you first switch to us if you wish to be added to our PSR. If you wish to

be added at a later date, please contact us via either the email address below or by completing our online form.

How do I sign up to the PSR?

All you need to do is download our registration [form](#), fill it in then send to energy@enstroga.co.uk. One of our agents will then process this information and let you know if you have been registered. Please be aware that if your condition relates to injury or children under 5, your registration will expire after 12 months, so if you are still with us you will need to reapply the following year if your condition is still applicable.

Priority Services offered by ENSTROGA

Aside from industry services including advance notice of power disruption and prioritisation in the event of a power outage, ENSTROGA also offers additional services which may support you if you require them.

Intermediate Nomination Scheme

Once registered for Priority Service, you can nominate a friend or family member to act on your behalf.

This service is provided free of charge and can either be a temporary or permanent arrangement subject to your needs. We can continue to send bills or statements to you in addition to your nominee.

If you are eligible and wish to make use of this scheme, please contact us via email at energy@enstroga.co.uk or call us on 01158 572572.

Quarterly Meter Readings

If you join the scheme and no one is able to read the meter, we can arrange for a representative to come and read your meter for you. We will tell you what your meter reading is and will leave you with a copy. If you are of pensionable age, disabled or chronically ill you can have up to 4 meter readings per year free of charge. Any additional readings on top of this, or if you are not eligible, the meter reading fee will be applied.

Contact Us

If you have any queries regarding this, you can contact us at energy@enstroga.co.uk. We will get back to you within a day.

Alternatively, you can call us on 01158 572572. We are available between 8am – 6pm Monday to Friday.