

Dear Colleagues

UK Power Networks' Priority Services Register

UK Power Networks delivers electricity to homes and businesses across London and the South East of England, including the Ashford borough.

Since 2010, it has reduced the frequency of power cuts by 42% but recognises that, while power cuts are less frequent, when they do occur they are worrying, especially to older people, people with chronic medical conditions or parents of young children.

It has therefore set up a 'Priority Services Register' so it can identify vulnerable people quickly in the event of a power cut and get them the help they need. This includes:

- A priority number that you can call 24 hours a day
- A dedicated team who will contact you to keep you updated during a power cut
- Tailored support such as home visits and hot meals if needed
- An expert who can offer advice on energy saving tips during the year

More information about its free Priority Service Register is available on the UK Power Networks website at www.ukpowernetworks.co.uk/prioritysupport.

Residents simply need to complete the very short form, which does include indicating the specific vulnerability – i.e. being of pension age, having a visual or hearing impairment, living with dementia or a critical illness etc

Those wishing to register over the phone should call 0800 169 9970.

UK Power Networks has stated that it is keen to increase the number of people who are registered for help this winter, so that it is better able to provide support to these key customer groups more quickly in the event of a power cut.

Please consider this as an item for inclusion within your parish magazines and on your noticeboards, so that people who may be eligible to join this free register can access this help.

We will be promoting this initiative as well within our own publications, such as Ashford Voice and in communications to tenants in council-owned accommodation.

Please do share this with anyone who you feel may benefit.

(Circulation restricted to addressees only)

Gerry Clarkson CBE, BA (Hons)

Leader - Ashford Borough Council

Distribution: All Members of the Parish or Town Council, and representatives of the Community Forums (Please do not circulate beyond the above recipients)