

Utilita Group Limited

Code of Practice for Customers Reference

What if I have Priority Needs?

Contact Utilita

See Utilita Website	www.Utilita.co.uk
Email Utilita:	info@Utilita.co.uk
Call Utilita:	0845-4504357
Minicom	01344-751664
Write to Utilita:	FREEPOST 215, Crowthorne Enterprise Centre Old Wokingham Road, Crowthorne Berkshire RG45 6AW

Contents

1	Our services for those with Priority Needs	4
2	Services provided to customers with Priority Needs	5
2.1	<i>Utilita Priority Needs Register</i>	5
2.2	<i>Special Controls and Adaptors for Appliances and Meters</i>	5
2.3	<i>Account Nominee Scheme</i>	5
2.4	<i>Customers with hearing difficulties – Minicom Textphones</i>	5
2.5	<i>Customers with seeing difficulties</i>	6
3	Issues to consider if you have Priority Needs	7
3.1	<i>Visits to your home (see also our Code “Visits to your home or business”)</i>	7
3.2	<i>Reading your meter</i>	8
3.3	<i>Managing your accounts and paying for your electricity</i>	8
3.4	<i>Supply interruptions</i>	9
3.5	<i>Moving a meter</i>	9
4	Using energy efficiently and safely	10
4.1	<i>Energy Efficiency</i>	10
4.2	<i>Gas Safety</i>	11
4.3	<i>Electrical Safety</i>	12
5	Other issues	13
5.1	<i>Guaranteed Service Standards</i>	13
5.2	<i>Your suggestions</i>	13
5.3	<i>Other Utilita Codes of Practice</i>	13
6	Independent Advice and Useful Contacts	15

6.1 *OFGEM Contact Details:*..... 15

6.2 *Energywatch Contact Details:*..... 15

6.3 *Help and Support* 16

1 Our services for those with Priority Needs

If you have Priority Needs we can help you. This code is for you to use to understand our arrangements for customers with Priority Needs. It describes in detail the information you need to get the most benefit from Utilita. We encourage you to inform us of your Priority Needs to ensure we offer the best possible service. The Data Protection Act protects you and we keep your details completely confidential. You can receive our priority needs services and arrangements if you are;

- Of pensionable age
- Disabled
- Chronically sick
- Have seeing difficulties
- Have hearing difficulties

You can receive our priority needs services and arrangements if you consider yourself to be any of the terms described above.

You may be entitled to receive benefits such as a free safety check of your gas appliances every year and advanced notice of any planned interruptions to your electricity supply. This might be particularly important if you use medical equipment. Contact Utilita on 0845-4504357 if you require a free safety check. Utilita staff are trained in how to help customers with priority needs.

Utilita supplies your utility services but it does not own the pipes and wires needed, these are provided by national or local grid and pipeline companies ('Network Operator Companies' NOC's). These Network Operator Companies carry out the same duties for Utilita as any other national utility supplier under the terms of their licences. In some cases a Network Operator Company might need to work on the pipes and wires that connect to your home or business, in most cases we will give you advanced warning but in cases of service interruption and emergency they may contact you directly. Utilita uses national Meter Reading Companies, these companies provide a service to read your meter so that you can get accurate readings and we can supply a quality service. All Meter Reading Company representatives that visit your home or business have identity cards. (See Utilita Code of Practice; 'Visiting your home or business').

If you require a further copy of this, or any other Code (free of charge), please contact us. If your first Language is not English and you would like information in another language, please contact us. A full list of Codes available can be found at the end of this Code

2 Services provided to customers with Priority Needs

2.1 Utilita Priority Needs Register

If you have priority needs we can help you. When you inform us of your Priority Need we will (with your consent) place your name on our Priority Needs Register. Once you have signed up we will ensure that you receive regular updates with any changes or additions to the services we offer. In case of emergency or service interruption the Network Companies need to know of any customers on our Priority Needs Register, therefore we need you to complete the simple form at the end of the code. There are no charges for signing up to the code sending the Network Operator Company Form or for any of the services in this code.

We will try not to disconnect Priority Needs customers for failure to pay for their energy at any time but certainly never in the winter (October to March).

2.2 Special Controls and Adaptors for Appliances and Meters

We can supply a range of special controls and adaptors which make it easier to use electric and gas appliances these are provide free of charge. Some of the adaptors and controls, which are available, are:

Electricity and Gas

- Switches which work by remote control or react to body heat
- Pull cord ring attachments
- Plugs with handles
- Rocker lights switches which you can control by hands or feet
- Bellow switches which can be turned on or off by a soft touch from finger or toe (usually some distance from the actual switch).
- Special igniters, which you use to light your gas cooker.
- Controls with Braille or raised dots.
- Large easy to handle knobs for appliances

Contact Utilita on 0845-4504357 to discuss these services

2.3 Account Nominee Scheme

If someone you know well would like to receive your account information and Statements we can arrange this for you.

2.4 Customers with hearing difficulties – Minicom Textphones

If your have difficulty hearing it may be easier for you to receive and send information to us via Minicom / texphone. Minicom / texphone is a text messaging system that allows you to send and receive typed information by using your phone line. Call Utilita if you need a Minicom / textphone service.

2.5 Customers with seeing difficulties

If you have seeing difficulties then a large print or Braille Statement will be helpful. Contact the Utilita Service Team to arrange for you Statements to be sent in a helpful format.

3 Issues to consider if you have Priority Needs

3.1 Visits to your home (see also our Code “Visits to your home or business”)

Rogue door-to-door salesmen and other ‘confidence tricksters’ are always a problem. There are three elements to our commitment to you as a Utilita customer;

- All our staff and those of the Network Operating Companies will have identity cards, if they do notDO NOT let them in.
- We will provide a password of your choice to be provided by the person (who must also have an identity card) for any special visits where security is a concern of yours
- There will be times when someone needs to visit you. Where we can we will agree appointment times in advance so you know when to expect us, remember they must always carry an identity card.

3.1.1 Identity Cards

Any one of the following representatives might visit you at home or at your business to carry out essential work. All of them MUST carry an identity card;

- Meter Reading Company representative; mainly to read your meter (if applicable)
- Network Operator Company representatives; mainly due to technical issues with a utility service
- Utilita Company representatives; fairly rare and usually by prior arrangement

All visitors will confirm the exact reason they are calling. You should check the card thoroughly; it should contain the following information:

- The Meter Reading Companies and Network Operator Companies will show you their company identity card
- Utilita company representatives will show an identity card with our company name
- The name and signature of the representative
- A colour photograph of the representative
- An expiry date
- A telephone number to call and check the identity

If you have any doubts please call us before you let anyone in and we will help in any way we can. Network Operator and Meter Reading Company Representatives who will usually wear the uniform of the local electricity or gas supply company and have vehicles clearly displaying the company logo. All Utilita representatives will also carry large print and / or Braille identity cards that they can present to customers with sight difficulties.

3.1.2 Arranging a password in addition to an identity card for visits to your home or business

In situations where you have additional concerns about security we also offer a password scheme. This password can be chosen by you (up to 25 characters) and given to us via any of our methods of contact. We will only ever give your password to Meter Reading and Network Operating Company Representatives and Utilita Representatives who need to know it, and you can change it as often as you like.

3.1.3 Arranging an appointment time in advance of a visit

Whenever we make an appointment with you we will confirm this in writing. There will be a telephone number in the letter that you can call to check the details of the appointment or the identity of the person who has called.

3.2 Reading your meter

Your meter will be read in the usual way. However, you may require your meter to be read more frequently than usual. If you would like to take advantage of this service and have your meter read quarterly, please let us know. If your meter is in an awkward position and you find it difficult to read we may be able to move it to a more suitable position. If you are on our Priority Needs register we will do this free of charge. Planned visits can normally be scheduled for 'am' or 'pm'. We will always let you know the earliest and the latest time we will call. Times will vary between regions but in general the following times apply;

AM	8.30 - 12.30
PM	12.30 - 5.30

3.3 Managing your accounts and paying for your electricity

You may find one form of payment easier than another, or a member of your family may wish to deal with your Utilita account for you. Here are some ideas to help with your own particular circumstances;

- Pay by Direct Debit and reduce the time spent paying for your energy, the usual Direct Debit guarantees cover your account
- Pay Quarterly by cheque or cash rather than monthly
- See also our Code 'Paying for Your Energy'

In addition to considering your options above you might also like to use some of Utilita's advanced billing options

- Let someone else handle your Utilita account we can direct account Statements to anyone you nominate, just let us know in writing or email
- Adjust your web browser to allow for large type to make using your account area easier (see website for details)
- If you have hearing difficulties we can communicate by minicom / textphone or by email if you have an email account

If you have sight difficulties, we can produce your Statement in large print or Braille, we can also read out your Statement over the phone. Our Code of Practice 'How to Pay for Your Energy' gives further details.

3.3.1 Disconnection

You still have to pay for your energy in the usual way. However, if you are having payment difficulties let us know by contacting the Utilita Services Team on 0845-4504357. AS a priority needs customer we shall only install a prepayment meter if it is appropriate to do so considering your priority needs. We shall never disconnect a priority needs customer in the winter (March to October).

3.4 Supply interruptions

The supply of any utility is never guaranteed; storms and floods can seriously disrupt supplies. We all rely on a number of utility and energy companies to deliver these services from in many cases hundreds of miles away to your home or business. You can be assured that Utilita is doing all it can to minimise the impact of service interruptions. We have provided a list of emergency numbers at the end of each code. There are two types of service interruptions;

- Planned service interruptions where some work is carried out to maintain the services
- Unplanned service interruptions or breakdowns/blackouts

These interruptions can affect any service at any time and can also affect our own services to you via our call centre or website etc. To minimise the interruptions to supply to your home or business we will need to provide the relevant Network Operator Companies with details of your special requirements. Please complete the Priority Services Registration form at the end of this code.

3.4.1 Planned Service Interruptions

Customers who are on our Priority Needs Register will be automatically informed of any planned outages. We will try all reasonable means to let you know about a planned outage at least 5 days before it takes place.

3.4.2 Unplanned Service Interruptions

In the event of an unplanned outage Utilita or the Network Operating Companies will do our very best to provide you with a time that supply will be restored.

3.4.3 Customers with special medical equipment

If you use certain types of medical support equipment or cooking and heating facilities and as such require an uninterrupted supply of electricity or gas to your home or business please contact us and we will advise your doctor or social worker and ask for other arrangements that could be used if the supply to your home is interrupted. If your supply of gas is disconnected for safety reasons we will do our best to ensure that alternative heating and cooking facilities are available to you.

3.5 Moving a meter

If your meter needs to be moved please contact Utilita and we will discuss the options available. Meters will be moved free of charge for eligible Priority Needs customers.

4 Using energy efficiently and safely

Utilita is committed to the reduction of carbon emissions as a part of reducing global warming. You can help reduce global warming and save money if you reduce your energy use, call the Utilita Energy Efficiency Team on 01344-753380.

4.1 Energy Efficiency

- The efficient use of appliances
- The best tariff for you
- Getting financial assistance for insulation for your home through from the Warm Front Team (formerly the Home Energy Efficiency Scheme or 'HEES').

More information is available in our Code "Your chance to reduce global warming (in the home)and save money at the same time". If you spend a lot of time at home, this Code may be especially useful to you, and if you have signed up to our Priority Needs Register we may be able to arrange a home energy efficiency visit. Here are some ideas for reducing your energy usage.

- **Boiler:** Replacing a 15-year old model could save you over 20% on your fuel use, around 32% if you're installing a condensing boiler and up to 40% if you also install good heating controls.
- **Wall Insulation:** This can be the most cost-effective way to save energy around the home. Up to 33% of the heat in your home is lost through the walls. If you want to insulate against this, the first thing to do is to check the type of walls you have.
- **Double glazing:** Your home could be losing up to 20 per cent of its heat through single glazed and poorly insulated window frames. With double glazing you can actually cut these losses by over a half.
- **Loft insulation** is a most effective way of reducing your heating bills. Simply by adding a layer of 10 inch thick insulation, you can save wasted energy and money. You can even do it yourself!

Utilita can also provide you with information about specially designed devices to help you operate your meter or other electrical devices around the home (for example, this may be useful if you suffer from arthritis which affects your hands). In some cases we can offer these devices free of charge, but you can also obtain more information by contacting the Disabled Living Foundation:

Via Web: www.dlf.org.uk
Via Telephone: 0870 603 9177

4.1.1 Advice on keeping warm

It is important that you do not compromise your health, as keeping warm during cold weather is vital. In order to do this you should:

- Have at least one hot meal per day
- Wear several layers of thin clothing to keep warm

- Wear a hat when possible to cut down the amount of body heat lost through your head
- Wear thermal underwear, socks and a hat in bed
- Make sure that at least one room in your home is at least 21°C (70°F)
- Try to do some light exercise if possible

Don't try to economise too much. Your health is the most important thing to us, so if you are having trouble paying for your energy let us know as soon as possible.

You should also make sure you are aware of the dangers of hypothermia. Hypothermia occurs when the temperature inside your body reaches 35°C (95°F) and older people or people who are not very active are especially vulnerable. The most common cause of hypothermia is not enough heating or lack of insulation and it can affect anyone during cold weather. The early warning signs to look out for are:

- Mental confusion
- Slowing down of speech, breathing and responses
- Body feels cold to touch
- Slow or weak pulse
- Drowsiness
- Unsteady movements
- Pale and sometimes swollen face

If you think that someone may be suffering from hypothermia:

- Call a doctor or ambulance immediately
- Replace wet clothes with warm, dry ones
- Don't put the person in front of fire or give them a hot water bottle – wrap them in thin blankets and warm them up slowly
- Give them warm nourishing drinks (not alcohol)
- Stay with them until professional help arrives

4.2 Gas Safety

If you use gas, oil or solid fuel appliances, they need fresh air to work properly and safely. It is very important that you do not block off any ventilation in the rooms they are in. It is also important to be aware of the dangers of carbon monoxide and gas leaks, as this can be a result of faulty gas appliances. If you have registered on the Utilita Priority Needs Register, you may be eligible for a free annual gas safety check.

Transco, the gas pipeline company, is responsible for dealing with gas leaks and emergencies. If you smell gas or if you suspect that there has been an escape of other fumes such as Carbon Monoxide (CO), call the free 24 hour national emergency number on 0800 111 999. Transco engineers will attend any gas leak free of charge. If the leak is inside your home, they may make it safe by turning off the supply. However, if it is safe to do so they will maintain the supply for heating and cooking appliances. If the Transco engineer can fix the appliance or pipe work that is leaking within 30 minutes, and at a cost of no more than £4.65, they will do so. If not, they will isolate the appliance (to prevent unsafe use) and turn the gas back on, if it is safe to do so. The engineer will leave behind information about who to contact to have the appliance repaired. If Transco has caused the disruption of supply to your home, you will be entitled to compensation, if you are without gas for more than 24 hours you should contact Utilita.

If all the adults in your home are disabled, chronically sick or of pensionable age, you are entitled to a free safety check of your gas appliances every year. If you are in private rented accommodation you can receive a free gas safety check from your landlord. We can offer advice if an appliance is not working properly. If you smell gas inside your home follow the following advice from Transco;

- Do not smoke
- Do not use naked flames
- Do not turn electrical switches on or off
- Turn off the gas mains supply at the meter
- Open doors and windows to ventilate the house
- Phone Scottish Gas/Transco on freephone number - 0800 111 999

If you smell gas outside the house

- Phone Scottish Gas/Transco on freephone number : 0800 111 999

4.2.1 Repairs to gas equipment

CORGI registered gas installers must carry out repairs to gas equipment. If you do not have a service contract or know a suitable engineer, contact the CORGI helpline on 01256 372 200 for details of registered gas installers in your area who do repair work. You may want to get more than one quote for the cost of the repairs. Before you let any engineer into your home, ask to see their CORGI identification to ensure that they are genuine, qualified engineers competent to work on your specific appliance.

4.3 Electrical Safety

Electricity is safe if you use it properly, but carelessness can lead to accidents. When using electricity, make sure you take the following precautions:

- Check all flexes and fittings regularly. Short flexes are best, and they should never be placed over the top of work surfaces
- Ensure that all plugs are correctly wired. New electrical appliances will always have a fitted plug that you cannot rewire. If the plug is damaged you should cut it off and throw it away. A new plug should be fitted following the correct procedure.
- When you buy a new plug make sure it has the ASTA mark
- Try to use only one plug per socket. If this is not possible, use a reliable adaptor
- Make sure the fuse is the right size by checking the label
- Wiring should be checked every 5 years by a member of the National Inspection Council for Electrical Insulation (NICEIC). Approved contractors are listed in your local yellow pages
- Never hang anything on a fan, convector or radiant heater or block air grilles
- Never handle plugs, switches or electrical appliances with wet hands
- Never fit timeswitches to electric fires or heaters

5 Other issues

5.1 Guaranteed Service Standards

Guaranteed Standards are Standards of service set by Ofgem, the industry regulator, and backed by a guarantee – you receive a payment from your electricity and gas Network Operator Company, if they fail to meet these Standards. Utilita will administer these compensation payments through your Statement. These Standards are the same for all Network Operator Companies in the Great Britain. In addition to the Guaranteed Standards, Overall Standards are targeted overall levels of performance set by Ofgem. These Overall Service Standards targets may vary for different Network Operator Companies. We will ensure that this compensation is passed on to you within 5 working days. Please contact us if you require more information about our Guaranteed Service Standards.

5.2 Your suggestions

Any comments you might have with regard to this or any other code of practice are gratefully received. Please contact us with any comments or complaints at Utilita. If you are not satisfied with our service or how we have handled your enquiries, please let us know. For more information please refer to our Code "What if I need to make a complaint".

5.3 Other Utilita Codes of Practice

We also publish other Codes of Practice. They are:

- What if you need to make a complaint?
- Your chance to reduce global warming (for your business)
- Your chance to reduce global warming (in the home) and save money at the same time
- Services provided to elderly, disabled and chronically sick customers
- Visiting your home or business
- How to Pay for Your Energy
- Prepayment Customers

You can get any of these free of charge by contacting us:

Via Web: www.Utilita.com.uk
Via Email: info@Utilita.co.uk
Via Telephone: 0845-4504357
Via Minicom 01344-751664
Or Write to: FREEPOST
Utilita
215, Crowthorne Enterprise Centre
Old Wokingham Road,
Crowthorne
Berkshire

RG45 6AW

This Code of Practice has been prepared in consultation with Energywatch and approved by the Office of Gas and Electricity Regulation. You can contact Utilita to discuss the code or either of the above bodies if you have any queries about this Code or its implementation.

6 Independent Advice and Useful Contacts

There are five Regional, two National and One Head Office Energywatch offices in the UK. The addresses and full contact details can be found at the end of this Code. This Code of Practice has been prepared in consultation with Energywatch and approved by OFGEM. You can contact Energywatch if you have any queries about this Code or its implementation. If you have contacted us about a problem or have a complaint that you feel we have not resolved, you can contact Energywatch. However before doing so, please refer to our Code on "What if you need to make a complaints". In certain circumstances Energywatch may refer your complaint to OFGEM, the regulatory body covering electricity licensing and competition matters. The contact details for both organisations are listed below:

6.1 OFGEM Contact Details:

London:
9 Millbank
London
SW1P 3GE

Scotland:
Regents Court
70 West Regent Street,
Glasgow
G2 2QZ

Telephone: 020 7901 7000
Fax: 020 7901 7066

Telephone: 0141 331 2678
Fax: 0141 331 2777

6.2 Energywatch Contact Details:

Consumer Helpline: 0845 906 0708
Fax: 020 7799 8341
Textphone: 0845 7581 401
(for deaf or hearing-impaired consumers)
Web address: www.energywatch.org.uk
Email enquiries: enquiries@energywatch.org.uk

energywatch
Head Office
4th Floor
Artillery House
Artillery Row
London
SW1P 1RT

energywatch Scotland
Delta House
50 West Nile Street
Glasgow
G1 2NP

energywatch North West
Boulton House
Chorlton Street
Manchester
M1 3HY

energywatch North East
7th Floor, Pearl Assurance
House
7 New Bridge Street
Newcastle on Tyne
NE1 8AQ

energywatch Wales
5th Floor (West Wing)
St. David's House
Wood Street
Cardiff
CF10 1ER

energywatch Southern
5th Floor
Heron House
8-10 Christchurch Road
Bournemouth
Dorset BH1 3NA

energywatch South East
3rd Floor
Artillery House
Artillery Row
London
SW1P 1RT

energywatch Central
Civic House
156 Great Charles Street
Birmingham
B3 3HN

6.3 Help and Support

There are a number of specialist groups and organisations that can offer specific help to customers with Priority Needs. You may find the following list useful:

Action for Blind People

14-16 Verney Rd,
London
SE16 3DZ

Tel: 020 7635 4800
www.afbp.org

Arthritis Care

18 Stephenson Way
London
NW1 2HD

Tel: 020 7380 6505
www.arthritiscare.org.uk

Cardiff Institute for the Blind

Shand house
20 Newport Road
Cardiff
CF24 0YB

Tel: 029 2048 5414
www.cibi.co.uk

Dementia Care Trust

Age Concern England

Astral House
1268 London Road
London
SW16 4ER

Tel: 0800 009966

www.ace.org.uk

British Association for Service to Elderly

119 Hassell Street
Newcastle-under-lyme
Staffs
ST5 1AX

Tel: 01782 661033
www.base.org.uk

The Stroke Association

Whitecross Street
London
EC1Y 8JJ

Tel: 0845 3033100
Or: 020 7566 0300
www.stroke.org.uk

The Disability Information

Alzheimer's Society

Gordon House
10 Greencoat place
London
SW1P 1PH

Tel: 020 7306 0606
www.alzheimers.org.uk

Sense

11-13 Clifton Terrace
Finsbury Park
London
N4 3SR

Tel: 020 7272 7774
Textphone: 020 7272 9648
www.sense.org.uk

Friends of the Elderly

40-42 Edbury Street
London
SW1W

Tel: 020 7730 8263
www.fote.org.uk

Disabled Living Foundation

Alzheimer Scotland- Action on Dementia

22 Drumsheugh Gardens
Edinburgh
EH3 7RN

Tel: 0808 808 3000
Or: 0131 243 1453

www.alzscot.org

British Heart Foundation

14 Fizhardinge Street
London
W1H 6DH

Tel: 020 7935 0185
www.bhf.org.uk

Cancer BACUP

3 Bath Place
Rivington Street
London
EC2A 3JR

Tel: 020 7224 1333
www.cancerbacup.org.uk

Partially Sighted Society

Kingsley House
Greenback Rd
Bristol
BS5 6HE

Tel: 0870 443 5325
Tel: 0117 952 5325
www.dct.org.uk

MS National Centre
372 Edgware Rd
Staples Corner
London
NW2 6ND

Tel: 020 8438 0700
www.mssociety.org.uk

National Osteoporosis Society
Camerton
Bath
BA2 0PJ

Tel: 01761 471 771
www.nos.org.uk

Queen Elizabeth's Foundation for Disabled People
Leatherhead Court
Leatherhead
Surrey
KT22 0BN

Tel: 01372 841100
www.qefd.org

Trust
Nuffield Orthopedic Centre
Headington
Oxford
OX3 7LD

Tel: 01865 227 592
www.abilityonline.net

National Benevolent Fund for the Aged
1 Leslie Grove Place
Croydon
Surrey
CRO 6TJ

Tel: 0208 688 6655
www.nbfa.org.uk

Parkinsons Disease Society
215 Vauxhall Bridge Rd
London
SW1V 1EJ

Tel: 020 7931 8080
www.parkinsons.org.uk

Rowan Organisation
The Rowan Centre
Atherstone
Warwickshire
CV9 1JN

Tel: 01872 718 972
www.therowan.org

380-384 Harrow Road
London
W9 2HU

Tel: 0845 130 9177
Textphone: 020 7432 8009
www.dlf.org.uk

The Spinal Injuries Association
76 St James Lane
London
N10 3DF

Tel: 020 8444 2121
www.spinal.co.uk

Hearing Concern
7-11 Armstrong Rd
London
England
W3 7JL

Tel: 020 8740 4447
Textphone: 020 8742 9151
www.hearingconcern.com

Royal Association for Disability and Rehabilitation
12 City Forum
250 City Road
London
EC1V 8AF

Tel: 020 7250 3222
Minicom: 020 7250 4119
www.radar.org.uk

Queens Road
Doncaster
DN1 2NX

Tel: 01302 323132
Or: 01302 368 998
Jim.leeder.users.btopenworld.com

Mencap National Centre
123 Golden Lane
London
EC1Y 0RT

Tel: 0808 808 1111
Minicom: 0808 808 8181
www.mencap.org.uk

Help the Aged
St James Walk
Clerkenwell Green
London
EC1

Tel: 0808 800 6565
www.helptheaged.org.uk

Royal National Institute for the Blind
105 Judd Street
London
WC1H 9NE

Tel: 0345 669999
www.rnib.org.uk

**Royal Association in Aid of
Deaf People**

Walsingham Road
Colchester
Essex
CO2 7BP

Tel: 01206 509509
Text: 01206 577090
www.royaldeaf.org.uk

**Royal National Institute for
Blind People**

19-23 Featherstone Street
London
EC14 8SL

Tel: 0808 808 0123
Text: 0808 808 9000

www.rind.org.uk

Gas Emergency Service

If you have or suspect you may have a gas leak:
Freephone: 0800 111 999

Utilita Priority Needs Register - Application Form (cont)

If you would like to nominate someone to receive some or all of your correspondence for you, please complete this section. You should both sign to indicate that you want us to arrange this:

Nominated person contact details

Surname:

First Name:

Address:

Postcode

Home Telephone:

What would you like us to send to this contact person? Please tick

Please send all correspondence to the nominated contact person ?	<input type="checkbox"/>
Please send a copy to me as well	<input type="checkbox"/>
Please only send statements to this contact person?	<input type="checkbox"/>

Utilita are required to obtain your consent to pass your details to local network operator companies under the terms of our Supply Licence. Any information you provide us with will be treated as confidential. Once you have completed this form we will pass on your details to the companies that may need to visit your home for maintenance purposes. If your circumstances change (or you move home), please let us know so that we can update our records and ensure you are receiving the best possible service.

"I give my consent for Utilita to pass on details about my special needs to local network operator companies"

Signature : Date: