



xfordshire
Be Ready...



UTILITY FAILURE

A guide to extra care priority services by utility companies



OXFORDSHIRE
COUNTY COUNCIL

Are you eligible?

If you are elderly, disabled, have a child under the age of 5 or use specialist medical equipment, then you may benefit from joining the utility company priority care registers.

Thames Water provides water and sewerage services in Oxfordshire and have an extra care and special assistance register.

In Oxfordshire, electricity is provided by three distribution companies (separate to the many domestic supply companies) and where they operate is dependent upon the postcode area:

- Scottish & Southern Energy Power Distribution cover most of the county.
- UK Power networks cover parts of OX9 & OX18 postcodes.
- Western Power Distribution cover most of OX15, OX16 & OX17.





If you are unsure
which company
supplies your
power check
your last bill

Thames Water

In the event of a disruption to water supply and if you would have difficulty getting water from a standpipe or tanker or would need extra help, then register with Thames Water for extra care services and special assistance.

If you have access to a computer you can do this at: www.thameswater.co.uk/help-and-advice/555.htm

Or Telephone: **0845 641 0068.**

Text phone service for the deaf or hard of hearing:
0845 7200 899

Lines are open from 8am to 8pm, Monday to Friday, from 8am to 1pm on Saturday and closed on Sunday and bank holidays.

Power companies

Scottish & Southern Energy Power Distribution (SSE)

Medical equipment

You can't always predict when a storm or emergency situation may cause a power cut. If you register with the Priority Services Register your local network operator is aware you rely on your supply. They'll do their utmost to prevent your supply from going off and, if it does, they'll make sure that you get your power back on as a matter of urgency. They will add you to the Priority Services Register if you rely on one or more of the following:

- Home dialysis machine
- Oxygen concentrator
- Artificial ventilator
- Stair lift
- Adjustable bed



Once you've registered, your local network operator will let you know about any planned power cuts or essential maintenance in your area. They'll make every effort to ensure that disruption is kept to a minimum.

Tel: 0800 622 838* (Free)

Text phone: 0800 622 839

Ask to be added to the Priority Services Register. You can also receive advice on special devices and adaptors available to make it easier for you to use controls, plugs and switches in your home.

UK Power Networks (parts of OX9 & OX18 postcodes)

Fill in an online form at:

www.ukpowernetworks.co.uk/priority

Or tel: **0800 1699970** (free) and leave a message with your details asking for a Priority Services Register form. Once completed post it to:

**Priority Services Coordinator,
UK Power Networks, Fore Hamlet,
Ipswich, IP3 8AA**

By joining the register, you will receive:

- A welcome pack with helpful tips and advice about how to prepare for a power cut.
- A special priority phone number that you can call if you do have a power cut.
- Regular text message or phone updates during a power cut to let you know when we hope to have your power back on.
- If you agree, they can ask the Red Cross to visit you at home for extra help and support during an outage.



Western Power Distribution (most of OX15, OX16 & OX17)

To join the Priority Services Register, send your name, address and telephone number(s) and the reason for you being medically dependant on electricity, or vulnerable to:

**Priority Customer Services Records Team
Western Power Distribution
Herald Way, Pegasus Business Park
Castle Donnington, Derbyshire, DE74 2TU**

Tel: 0845 724 0240

Text phone: 0845 6012318 (or use Text Relay)

Or register at: www.westernpower.co.uk/About-us/Priority-Services/Priority-Services-Register.aspx

**Emails to this address are only picked up during office hours.*

- Direct number to call so customers can get straight through in the event of a power cut and tell customers about planned interruptions to the electricity supply.
- The Royal Volunteer Service can provide assistance for those who have been without power for more than four hours and who don't have access to hot water or food.
- An agreement with the British Red Cross which allows them to attend large scale emergencies and support customers without power.

Need more information on household and community resilience?



**OXFORDSHIRE
COUNTY COUNCIL**

Oxfordshire County Council

Emergency Planning Team

01865 323765

www.oxfordshire.gov.uk/emergencyplanning

emergency.operationscentre@oxfordshire.gov.uk