



Priority Services Guide and Registration Form

INTRODUCTION

We provide electricity and gas to a wide variety of customers and we recognise that each one is unique. We appreciate that some customers may require extra support. There are a number of ways in which we can help if you are one of them.

If you have special requirements, you may want to add your details to our Priority Services Register (PSR). Whether you have trouble reading your bills or rely on our energy to run essential medical equipment at home, our priority services are designed to give you peace of mind. Even if your needs are relatively simple or straightforward, we still want to help as much as possible. Did you know, for example, that you can set a password for So Energy representatives to use before you let them into your home?

Currently you are automatically eligible to register on the PSR if you:

- are of pensionable age
- have a chronic illness
- are blind or partially sighted
- are deaf or hearing impaired

BENEFITS OF BEING ON THE PSR

If you give us permission, we can send your bills to a relative, friend, or carer's email address. You'll need their permission first and they will need to sign the relevant section of the PSR registration form. Please remember, you will still be responsible for paying your bills. If you have a Lasting Power of Attorney who is empowered to act on your behalf, we will need to see evidence of this.

If you are not able to read your meter, we'll do our best to ensure that we make special arrangements with our meter readers for you.

YOUR SECURITY AND PASSWORD SCHEME

Before you let anyone into your home, always make sure you check who they are. All our representatives will produce an I.D. card as soon as you open the door and will be able to inform you of the reason for their visit.

For extra security, we can record a password of your choice that is known only to So Energy and our appointed representatives who may need to call at your home. Please complete the Password section of the registration form if you would like to use this service.

INDEPENDENT HELP AND ADVICE

If you need further advice, some of the following organisations may be able to help you.

- Royal National Institute for the Blind (RNIB) Tel. 0303 123 9999
www.rnib.org.uk
- Action on Hearing Loss Tel. 0808 808 0123; textphone 0808 808 9000
www.actionhearingloss.org.uk
- Age UK Tel. 0800 169 2081 www.ageuk.org.uk
- Citizens Advice www.citizensadvice.org.uk

HOW TO CONTACT US

There are a number of ways you can contact us if you have a query or question about your account.

Phone 0330 111 5050

Email help@so.energy

Website www.so.energy

Post So Energy, 107 Power Road, London, W4 5PY

PRIORITY SERVICES REGISTRATION FORM

The information you provide us with will be treated as confidential. Our License requires us to obtain consent to pass your details onwards to local network operators, as well as any appointed agents working on our behalf. By completing, signing, and returning this form to So Energy you are giving us consent to pass on your details on to companies that may need to visit your home or to carry out work on the electricity or gas network. Once you have registered we will be able to tell you about any new services that we are able to offer you and send you up to date information on our current services.

YOUR DETAILS

Full name

Address

Telephone number(s)

Email address

Date of Birth

So Energy Account Number

Please provide details of your special requirements (tick all that apply):

You are of pensionable age

You have a chronic illness (please provide details):

You are blind or partially sighted

You are deaf or hard of hearing

No one at your property is physically able to read your meter(s)

Anything else you feel we should know about:

BILL NOMINATION SERVICE

If you would like your bills sent to another person:

Full Name

Telephone number(s)

Email

Signature

PASSWORD SCHEME

Please specify password (up to 10 characters – please write in BLOCK CAPITALS)

YOUR CONSENT – PLEASE SIGN AND DATE

Signed Date