Customers Requiring Additional Support

A ScottishPower Charter

SCOTTISHPOWER

This charter explains how we can help our customers who need a little bit of extra support, at no additional charge. We can help if you, or anyone in your household:

- Has a disability
- Has a chronic illness
- Is of pensionable age
- Is blind or partially sighted
- Is deaf or hard of hearing
- Has another type of special need
- Has had a change in personal circumstances, for example a bereavement or divorce
- Has trouble paying for their energy

Section	Contents	Page
1	What You Can Expect From Us	4
2	The Priority Services Register: What It Means For You	5
2.1	Password Service	6
2.2	Nominated Person Scheme	6
2.3	Hearing or Speech Difficulties	6
2.4	Communications in Alternative Formats	7
2.5	Continuous Electricity Supply	7
2.6	Gas Safety Checks	8
3	Payment Difficulties	9
3.1	Debt Advice	10
3.2	Warm Home Discount Scheme	10
4	Energy Efficiency	11
5	Keeping Warm In Winter	11
6	Complaint Handling Procedure	12
7	The Priority Services Register Application Form	

Section 1

What You Can Expect From Us

This section details some of the ways we can offer additional support to customers who need it. We will:

- Keep a Priority Services Register of all our customers who may need additional support to manage their energy account. This would include where you, or someone in your household, is of pensionable age, chronically sick, disabled or may have had a change in personal circumstances
- Offer to add you to the Priority Services Register if we become aware that you could benefit from any of its services. Alternatively, please let us know if you think you're eligible
- Make sure we tell all of our customers about the Priority Services Register and how they can be added. We do this once each year by including our 'Helping you get more from ScottishPower' leaflet with your energy bill
- Offer a range of services that support customers in managing their energy account based on our customers' needs
- Make sure your local gas and/or electricity distribution companies know if you are on our Priority Services Register and have a medical condition which requires a constant energy supply. They can then contact you in advance if they are planning any interruption to your supply
- Arrange to reposition (where we can) or remove your prepayment meter free of charge if you are no longer able to top-up your meter (due to its location and/or your personal circumstances)
- Treat in confidence any personal or financial details you give us. To find out more, visit **www.getsafeonline.org**
- Maintain this charter in order to confirm what services we will provide for customers requiring additional support

Your water company also offer a range of additional services that may be of help. You can find out more at the **www.ofwat.gov.uk** website or by contacting your water company directly.

Section 2

The Priority Services Register: What It Means For You

If you are a ScottishPower customer and we become aware that you (or someone in your household) needs some extra support we will offer to add you to the Priority Services Register, which offers a range of services – free of charge – to help manage your energy account. You can also apply to join our Register if you think you're eligible. The application form is at the end of this charter – it tells you how to choose any of the services which are detailed further in this section. You can also call us free on **0800 027 0072** (Monday to Friday 8am to 10pm and Saturday 8.30am to 6pm) or visit our website at **scottishpower.co.uk/psr** for more information.

The Priority Services include:

- A Password Service (see Section 2.1)
- A Nominated Person Scheme (see Section 2.2)
- Advice on special controls for your gas or electrical appliances
- Wheelchair access to our public offices wherever possible
- A meter reading service, available where you and all the members of your household are unable to read your meter(s)
- Community Liaison Officer Visits – We can arrange for one of our Community Liaison Officers to visit your home, to discuss your needs and offer help, advice and support
- An interpretation service for many different languages, which allows you to discuss any matters relating to your energy account through an interpreter. If you're having difficulty engaging with us in English, you can use this facility

If you'd like to arrange any of these services, or ask us about any aspect of our Priority Services Register you can call us free on **0800 027 0072** (Monday to Friday 8am to 10pm and Saturday 8.30am to 6pm).

Section 2.1
Password Service

We know that you want to be sure about the identity of anyone coming into your home. As a Priority Services Register customer, you can have the added security of using our Password Service. We can hold your personal password securely on our system, for our representatives to quote when they visit you. We'll also pass this on to your local gas and/or electricity distribution company. If you'd like to arrange a password, give us a call free on **0800 027 0072** (Monday to Friday 8am to 10pm and Saturday 8.30am to 6pm). You can also change your password at any time.

If you'd like to know more about how to check the identity of our representatives, please read our **Visiting Your Home** charter available on our website at **scottishpower.co.uk/customer-charters**

Section 2.2
Nominated Person Scheme

Our Nominated Person Scheme means you can nominate another person, like a relative or friend, to receive bills and other communications for you and help you make sure they're paid on time. This is really useful if you have sight difficulties or are housebound. This service can be arranged for you by ScottishPower upon request.

Section 2.3
Hearing or Speech Difficulties

If you're hard of hearing or have speech difficulties, we have lots of ways that you can communicate with us that don't involve calling.

- You can set up and alter your account details on our website
- You can use our web-chat, which is available on many key functions
- You can email us and communicate in writing
- You can use Facebook Messenger for private communications
- You can follow us on Twitter and Facebook

Depending on your needs, the Next Generation Text Service (NGTS) offer a range of tools and services that can help you contact us. Simply visit **www.ngts.org.uk** for more information.

Section 2.4
Communications in Alternative Formats

As a Priority Services Register customer, we can offer bills and other communications in alternative formats including:

- **Braille**
- **Large print**
- **Compact disc**

Section 2.5
Continuous Electricity Supply

We understand that customers who need extra support may be more dependent on their electricity supply than others.

If you have essential equipment that needs electricity, such as a home dialysis machine or artificial ventilator, let us know and we'll inform your local electricity distribution company. They must tell you about planned interruptions to your supply, for maintenance work or testing, in advance.

However, your supply may be cut off due to emergency conditions, such as severe weather. Please ask your hospital or medical practice about a battery backup, or other arrangements, to help you cope with an unexpected loss of power.

If your electricity supply goes off unexpectedly:

- Call the 24-hour electricity emergency number free on **105**
- This will put you through to the people who can help
- You can also visit **www.powercut105.com** for more information

Section 2.6

Gas Safety Checks

It's always a relief to know that your gas appliances are all safe and working well. We offer a free annual gas safety check to some of our Priority Services customers upon request. To see if you're eligible please check the conditions listed below.

During the safety check, a qualified gas engineer visits your home to test your gas appliances and other gas fittings to make sure they're safe to use. This service is available if you haven't had a gas safety check at your current home within the last 12 months.

When checking your gas appliances, the engineer will also check flues, the supply of combustion air, operating pressure and heat input. They will also check the overall operation of your appliances, to make sure they're all safe.

Are you eligible for a free annual gas safety check?

You'll be eligible for a free annual gas safety check if you own and occupy your own home, receive a means tested benefit **and**

- you live with at least one child who is aged under five years; **or**
- you are of pensionable age, disabled or chronically sick and either;
  - Live alone; **or**
  - Live with others, all of whom are of pensionable age, disabled, chronically sick or under 18;
- haven't already received a gas safety check within the past 12 months

If you rent a property, your landlord is responsible for arranging an annual gas safety check.

If you smell gas, or think you may have a gas leak:

- Call the 24-hour Gas Emergency Service free on **0800 111 999**
- Turn off the gas immediately at the emergency control valve by the meter
- Open all windows and doors
- Do not use electrical appliances, light switches or naked flames

Section 3

Payment Difficulties

We understand that for a variety of reasons, customers sometimes have difficulty paying their bills. If you're having difficulty paying for your energy, there are ways that we can support you. We may have alternative payment or tariff options that could be better for you. We'll work with you to agree an affordable repayment plan that suits you, based on your current circumstances.

If you're having payment difficulties, please contact us as soon as possible free on **0800 027 0072** (Monday to Friday 8am to 10pm and Saturday 8.30am to 6pm) or visit our website at **scottishpower.co.uk/helping-you-pay-your-bill** for more information.

We can also tell you about the schemes we offer that could help you and can put you in touch with specialist debt advisers for further advice on managing your energy payments.

Section 3.1
Debt Advice

If you'd like help tackling any debts, then call National Debtline free on **0808 808 4000** (Monday to Friday 9am to 8pm and Saturday 9.30am to 1pm), they can give you free and independent debt advice. You just need a list of your incomings and outgoings and they'll help you work out a budget and a plan to pay off your arrears.

You might also be eligible for an award from the **ScottishPower Hardship Fund**. This fund is for customers who have difficulties paying their bills due to low income or other circumstances, and is designed to help them get their energy bill payments under control. If you are successful in your application, your gas and/or electricity arrears will be cleared or reduced by a credit from the fund to your ScottishPower account. National Debtline will tell you if you could be eligible and how to apply.

Section 3.2
Warm Home Discount Scheme

You may qualify to receive an annual payment through the Warm Home Discount Scheme. Some customers automatically qualify and if so, will receive a letter from the Department for Work and Pensions.

For further information, visit **scottishpower.co.uk/warm-home-discount** or, if you don't have access to the internet, call us free on **0800 027 0072** (Monday to Friday 8am to 10pm and Saturday 8.30am to 6pm).

Section 4
Energy Efficiency

We understand that staying warm and comfortable while keeping your energy costs affordable can be a challenge when you're on a low income. If you contact us on the details below we will be happy to give you some advice on how you could make savings on your energy bills by reducing your energy consumption.

Visit our website at **scottishpower.co.uk/energy-efficiency** or call our Energy Efficiency advice line free on **0800 33 22 33** (Monday to Friday 8am to 4.45pm).

We also have a handy Energy Efficiency toolkit, which provides a range of top tips on energy efficiencies around the home, as well as a free online survey to help you identify ways you could save.

Visit **scottishpower.co.uk/energy-efficiency** to find out if you can reduce your energy consumption and make some savings on your energy bill.

Section 5
Keeping Warm In Winter

It's important to keep warm enough in winter to try to avoid illness and hypothermia. Cold-related conditions can affect anyone, but if you're not very mobile, you could be more at risk. Call us free on **0800 027 0072** (Monday to Friday 8am to 10pm and Saturday 8.30am to 6pm) for more information.

You may also find our **Warmth Without the Worry** charter useful which is available on our website at **scottishpower.co.uk/customer-charters**

Section 6

Complaint Handling Procedure

When it comes to your energy, we always want to give you the best possible service. However, if you're unhappy with any aspect of our service, please tell us – that way, we can try to put things right. You can telephone us on the number below or write to us using the contact details on the back cover of this charter.

Here are our contact details for you to use at any point in the complaints process:

Phone: **0800 027 0072**
Lines open Monday to Friday 8am to 10pm and Saturday 8.30am to 6pm.

Chat to us: **scottishpower.co.uk/complaints** or download the YourEnergy App and register or log into your account. Select 'contact us' from the menu then 'chat with us'.

Section 7

The Priority Services Register Application Form

Please complete this form, pop it in an envelope and return it to us at the address below – this is a Freepost address, so no stamp is required.

Priority Services Register Response
FREEPOST
ScottishPower
ScottishPower House
320 St. Vincent Street
GLASGOW
G2 5AD

Name .....

Address .....

..... Postcode .....

Telephone No .....

1. **To allow us to offer services to support your needs, please tell us if you and/or someone in your household:** (Please tick all of the boxes that apply)

- ☐ Is a pensioner
- ☐ Has a child aged 5 or under
- ☐ Has a child aged 6 to 16
- ☐ Uses a Nebuliser
- ☐ Uses an Oxygen concentrator
- ☐ Uses an apnoea monitor
- ☐ Uses an Oxygen tank
- ☐ Needs dialysis, a feeding pump, automated medication
- ☐ Needs a continuous electricity supply for heart, lung or ventilator
- ☐ Is dependent on electricity for a stairlift, bath hoist or electric bed
- ☐ Is dependent on electricity for showering
- ☐ Has a Careline or Telecare system
- ☐ Requires medicine refrigeration
- ☐ Is partially sighted
- ☐ Is blind
- ☐ Has a poor sense of smell
- ☐ Has speech difficulties
- ☐ Is unable to speak English and speaks:
  - ◯ Polish ◯ Punjabi ◯ Urdu ◯ Bengali ◯ Gujarati ◯ Arabic ◯ French
  - ◯ Mandarin Chinese ◯ Cantonese Chinese ◯ Portuguese ◯ Spanish
  - ◯ Tamil ◯ Turkish ◯ Other .....
- ☐ Has had a change to your personal circumstances where you may require additional support for just a short period, as follows:
  - ◯ life change ◯ post hospital recovery
  - ◯ young adult household (all residents aged under 18)
- ☐ Is hard of hearing
- ☐ Is deaf
- ☐ Has breathing difficulties
- ☐ Has walking difficulties
- ☐ Uses a wheelchair
- ☐ Has arthritis
- ☐ Has restricted hand movement
- ☐ Has to stay in bed
- ☐ Is infirm
- ☐ Has a physical impairment
- ☐ Has a serious illness
- ☐ Has a heart condition
- ☐ Has a mental illness
- ☐ Has Alzheimer's
- ☐ Is forgetful or confused
- ☐ Has a developmental condition
- ☐ Prefers additional person present
- ☐ Is an Asylum seeker

If you have any other needs that mean you require additional support in managing your energy account, please contact us. We'll be happy to discuss how we can support you and add you to our Priority Services Register. This includes changes to your personal circumstances where you may require additional support for just a short period.

2. Tell us what services you could benefit from? (Please tick all of the boxes that apply)

Communications in:

☐ Braille ☐ Large print ☐ Compact disc

☐ **Nominated Service Scheme**

To nominate another person to receive your bills and other communications for you, tell us below who you want to nominate. Please make sure the person you nominate is fully aware that you have provided us with their details and that we will be sending your bills to them. Fill in your Nominated Person's Details below.
(Please use block capitals)

Name .....

Relationship .....

Address .....

.....

Postcode .....

Continuous Electricity Supply

If you need a continuous electricity supply for medical equipment or are dependent on electricity for health reasons, we'll register you automatically for this service.

3. Other services

To take advantage of our services below, we require additional information. Please return this mandate so we can register you then call us to request these services.

Password Service

Gas Safety Check (see final page of this application for further eligibility criteria)

Help with Meter Readings

4. Your consent to the use of your information

By joining the Priority Services Register, ScottishPower may need to hold information about you, including your health and may also hold similar information about others in your household. This will allow us to take account of your needs in relation to your energy account. This information may be required to be shared with network and meter operators (and other relevant third parties) in your area to enable them to also take account of your needs, for example in the event of a power cut. If you transfer your supply to another energy provider, in the future we may also pass this information to them so that they can take this into account.

I agree to this.

Signature .....

Date .....

Gas Safety Check

Do you own your own home?

☐ Yes ☐ No

Do you receive a means tested benefit?

☐ Yes ☐ No

If yes, please select:

☐ Pension Credit ☐ Universal Credit ☐ JSA ☐ Income Support ☐ ESA

Is your gas supplied by ScottishPower?

☐ Yes ☐ No

If the answer to any of these questions is no, or if you have received a gas safety check at your premises within the last 12 months, then we are sorry – we cannot offer you a free gas safety check.

If the answers are yes and you have NOT received a gas safety check at your premises within the last 12 months, please continue to answer all subsequent questions.

Are you a pensioner, disabled or chronically sick? ☐ Yes ☐ No

Do you live alone? ☐ Yes ☐ No

If no, do you live with others, all of whom are of pensionable age, disabled, chronically sick or under 18? ☐ Yes ☐ No

Does a child aged under 5 live in the property? ☐ Yes ☐ No

Would you like a free gas safety check? ☐ Yes ☐ No

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Get in touch

We want to help. If you have an enquiry about this charter, or any aspect of our service, please contact us.

Letter
ScottishPower Customer Services
320 St. Vincent Street
Glasgow
G2 5AD

Web
scottishpower.co.uk

Phone
0800 027 0072
Lines open Monday to Friday 8am to 10pm and Saturday 8.30am to 6pm.

Hearing or speech difficulties?
Depending on your needs, the Next Generation Text Service (NGTS) offer a range of tools and services that can help you contact us. Simply visit **www.ngts.org.uk** for more information.

Other useful contacts

Gas emergencies (24 hours)
0800 111 999

Electricity emergencies (24 hours)
Freephone 105

We understand the importance of keeping your personal details safe.
To find out more, visit **www.getsafeonline.org**

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