



Chat with us online at:  
[help.ovoenergy.com](https://help.ovoenergy.com)

Monday to Friday  
9am to 5pm

# Join the Priority Services Register (PSR).

**Please return this form so we know how to help you**

Hello

The Priority Services Register (PSR) is a free and confidential service that gives you extra advice and support. For example, this could be if there's an interruption to your electricity, gas or water supply.

If you or someone in your household needs extra practical support managing your energy, we're here to help. This might be because of a medical issue, you have young children living with you, or you're going through a difficult time in your life.

By joining the PSR, we'll know about your support needs. Please fill out and return the form at the bottom of this letter, or at [ovoenergy.com/register-for-priority-services](https://ovoenergy.com/register-for-priority-services)

We can make sure you get the help you need – especially in an emergency.

## How the PSR can help you

Here are some of the things we can help with:

- Notice of planned power cuts. You'll be told if there's a planned power cut. This is especially important if you have medical equipment that needs powering.
- Accessible bills. If you're visually impaired, we can send your OVO bills in braille or large print, or send copies to a friend, carer or family member.
- Send an engineer to read your meter (if you don't have a smart meter). If there's no one at home to help read your meter, we're happy to send someone over. For peace of mind, you can ask our OVO engineer to use a password, so you know who you're letting in.

## How we protect your personal information

When you sign up to the PSR, we'll securely store your personal data on our systems. We'll never share it with anyone for marketing purposes. We'll only share it when necessary, with those who supply your electricity, gas or water, such as:

- Meter operators
- Engineering partners
- Network operators
- Water and sewerage companies

You can read more about how we protect your sensitive personal data at [ovoenergy.com/privacy-policy](https://ovoenergy.com/privacy-policy) – please let us know if you'd like a paper copy.

## Try the Experian Support Hub

To make it simple for you to tell other service providers about your support needs, we've partnered with Support Hub.

- It's a free, secure service powered by Experian
- It lets you share your support needs with different organisations in a single, transparent process
- You save time by not having multiple conversations about your support needs

Try it today at [supporthub.experian.co.uk](https://supporthub.experian.co.uk)

## We're here for you

Our dedicated team is on hand to help if you have any questions.

If you pay monthly for your energy, please call us on **0330 303 5063** Monday to Friday, 8am to 6pm.

If you Pay As You Go for your energy, please call us on **0330 175 9699** Monday to Friday, 8am to 8pm, and weekends, 9am to 5pm.

Thanks

**The OVO Team**

# OVO's Priority Services Register Application Form.

Please complete this form in block capitals

## Account details

OVO account	
Street address and postcode	

## Personal circumstances

Tick the boxes that apply to yourself or anyone living in the property:

<input type="checkbox"/> Living with a disability	<input type="checkbox"/> Blind
<input type="checkbox"/> Can't answer the door	<input type="checkbox"/> Hard of hearing (inc. deaf)
<input type="checkbox"/> More comfortable with someone around	<input type="checkbox"/> Living with a speech impairment
<input type="checkbox"/> Partially sighted	<input type="checkbox"/> Living with a developmental condition
<input type="checkbox"/> Experiencing a poor sense of taste or smell	<input type="checkbox"/> Living with a mental health condition
<input type="checkbox"/> Living with dementia or a cognitive impairment	<input type="checkbox"/> Can't to communicate in English
<input type="checkbox"/> Chronically/seriously ill	<input type="checkbox"/> Medically dependent showering/bathing
<input type="checkbox"/> Of pensionable age (65+)	<input type="checkbox"/> Water-dependent due to a medical condition
<input type="checkbox"/> Restricted hand movement	<input type="checkbox"/> Anxiety or depression
<input type="checkbox"/> Dyslexia	<input type="checkbox"/> Autism spectrum
<input type="checkbox"/> Learning difficulties	<input type="checkbox"/> End-of-life care

Tick the boxes that apply to your temporary situation and when they're likely to end.

<input type="checkbox"/> Experiencing difficulty due to life changing events Review date _____	<input type="checkbox"/> Post-hospital recovery Review date _____
<input type="checkbox"/> Caring for a young adult in the home (under 18) Review date _____	<input type="checkbox"/> Living with children (age 5 and under) Review Date _____



## How to get copies of your bill or statement to a nominated friend or family member

Complete this section if you want a friend or family member to get copies of your bills or statements. Please know that this person will not be named on your account, so they won't be allowed to talk to us about your account or make any decisions about your money (e.g. making payments).

First name of friend/family member	
Surname of friend/family member	
I would like the copies to be sent by <input type="checkbox"/> email <input type="checkbox"/> post	
Email address of friend/family member	
Postal address of friend/family member	Postcode

Signature \_\_\_\_\_ Date \_\_\_\_\_

**Please return this form via post or email to:**

**OVO Energy Services  
PO Box 5280  
Worthing  
BN11 9RG**

**hello@ovoenergy.com**