

# We're here to help

This booklet is full of little ideas that can make a big difference when it comes to managing your energy. We just want to keep you warm and happy.



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# Help to manage your energy

## The Priority Services Register (PSR)

From time to time we all need some extra support. The OVO Priority Services Register exists to help you if you're disabled, sick, or less able to manage your energy.

## Who can apply for the PSR?

Those who are:

- Disabled
- Chronically sick
- Bedridden
- Living with dementia
- Of pensionable age
- Living with children under five
- Experiencing mental health issues
- Living with learning difficulties
- Unable to speak English
- Vulnerable because of a life-changing event (things like an operation, pregnancy, or bereavement).

**Whether your condition is temporary or permanent, we'll be here for you.**




## Choose from two ways to apply:

1. Fill out an application form online at [ovoenergy.com/help/priority-services-register](https://ovoenergy.com/help/priority-services-register)
2. Call us on 0330 303 5063 (Monday to Friday 8am-6pm) and we can register you over the phone.

## How can the PSR help?

We'll work out exactly how to support you when you apply, but here are some of the things we can do:

- Give you notice if we know about a planned power cut, which is especially important if you have medical equipment that needs powering.
- Send your OVO bills in braille or large print; or send duplicates of your bills to a friend, carer, or family member.
- Move your prepayment meter if possible, so that it's easier to reach if you're disabled or chronically sick.
- Provide a free Gas Safety Check if you're eligible to receive one.
- Send an engineer to read your meter (if you don't have a smart meter) and arrange a password for the engineer to give you before you let them enter your home.



The PSR is completely free and confidential and it means you'll always get the help you need, particularly in an emergency.

### About your personal info section

When you sign up to PSR, you're consenting to your data being stored on our secure systems. We'll never share it with anyone for marketing purposes (so you won't receive sales calls). But sometimes we'll share it with those who supply and maintain the supply of electricity, gas and water to your home, including:

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



## Making it easy to talk

If any of the ideas on this page sound useful to you, don't hesitate to get in touch and tell us. Our contact details can be found on the back page.

### **If you're hard of hearing**

We can put all our communications with you in writing, if that's easier. Or you can nominate a trusted friend or family member to speak on your behalf.

### **If you're partially sighted**

It's easy for us to send you large-print bills which are clearer and easier to see – or, if you prefer, we can send them in braille.

### **Nominate somebody to help with your account**

Some people ask for copies of letters and bills to be sent to a friend, carer, or next of kin. It means they can help you manage your account if you need them to. Just make sure that you trust the person you're nominating and they understand your needs. If you'd like to do this, just get in touch and give us their name and address.



## Tips to keep you safe and warm

When winter bites, we're on hand to keep you cosy and protected.

### Stay warm and save money

We've partnered with the energy-saving advice experts at the Centre for Sustainable Energy to give you free, impartial advice on how to save energy and keep your home warm in winter. Just have your name and account details ready when you call. And remember, if you are of pensionable age; have a disability, hearing and/or visual impairment; or suffer from long-term ill health, there may be special help available, so don't forget to mention this. Call them on 0800 038 5688 (Monday to Friday 9am-5pm). Or visit their website at [cse.org.uk](http://cse.org.uk).

### Keep your rooms at a safe temperature

It's important to keep your rooms warm throughout winter at a temperature of around 20C. If you're staying at home all day, set your heating for longer periods of time and wear warm layers. It may sound a little obvious, but staying as active as you can, eating at least one hot meal a day, and drinking warm drinks will all help too.



## Beware of hypothermia

Hypothermia is a real danger in winter, particularly amongst babies and the elderly. Symptoms include cold pale skin, shivering, tiredness, and confusion, but as someone's body temperature drops further their shivering can become extreme. They can also become delirious and confused and will eventually pass out.

## Call an ambulance straightaway.

- Remove any wet clothing.
- Wrap them in layers of blankets.
- Give them a warm non-alcoholic drink (if they can swallow normally).
- Give them energy food that contains sugar.
- If they don't appear to be breathing, give them CPR (if you know how to do it).

**Don't be tempted to put them in a hot bath, or give them anything alcoholic as this can make things worse.**

## Home security

If you want to, we can arrange a password with you, which we'll give to anyone who needs to visit your home on our behalf (like engineers, who may need to read your meter). That way, you know they are who they say they are and will feel more comfortable letting them in. Just get in touch and tell us if you'd like to set one up.



# How to contact us

Our award-winning Bristol team are always happy to take your call or reply to your emails. Whatever your question or worry, we'll bend over backwards to help. And don't forget, you'll find lots of useful info in the Help pages of our website at [ovoenergy.com/help](https://ovoenergy.com/help)



## Call

From a mobile – 01179 303 100

From a landline – 0330 303 5063

Monday-Friday 8am-6pm



## Email

[hello@ovoenergy.com](mailto:hello@ovoenergy.com)



## OVO Forum

Our online customer forum is a thriving community where customers can ask questions and get answers about energy 24/7. Visit [ovoenergy.com/help/ovo-customer-forum](https://ovoenergy.com/help/ovo-customer-forum)