



**xfordshire**  
Be Ready...



# UTILITY FAILURE

A guide to extra care priority services by utility companies



**OXFORDSHIRE**  
**COUNTY COUNCIL**

# What is the Priority Service?

You can't always predict when an emergency situation may cause a disruption to your utility provision. If you register for the priority service register with your local supplier, they will do their utmost to prevent your supply from going off and, if it does, make sure that your service returns as a matter of urgency, providing additional support if necessary in the meantime.

Depending on your provider, extra assistance **may** include:

- Hot drinks and food
- Charging points
- Generators
- Delivery of bottled water to your home
- Temporary heating and cooking appliances





## Are You Eligible?

If you receive a state pension, are disabled or have a child under the age of 5, then you may benefit from joining the utility priority care registers.

If you rely on one or more of the following, you will also be eligible to join:

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

If you are eligible and would like to register for the priority service, contact your provider(s) using the following contact details.

# Water Companies

## Thames Water

Phone: 0845 641 0068

Text phone: 0845 7200 899

Online: [www.thameswater.co.uk/help-and-advice/555](http://www.thameswater.co.uk/help-and-advice/555)

## Anglian Water (OX27, OX25, OX15)

Online: [www.anglianwater.co.uk/household/special-assistance/watercare/apply](http://www.anglianwater.co.uk/household/special-assistance/watercare/apply)

By minicom: 0800 917 5901



# Electric Providers



## SSE

Phone: 0800 294 3259

Mobile: 0345 072 1900

Text phone: 0800 316 5457

Online: [www.ssepf.co.uk/PriorityServicesRegister/](http://www.ssepf.co.uk/PriorityServicesRegister/)

For more information please visit SSE's website:  
[www.ssepd.co.uk/PriorityServices/](http://www.ssepd.co.uk/PriorityServices/)

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

## UK Power Network (OX9, OX18)

Phone: 0800 169 9970 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

Online: [www.ukpowernetworks.co.uk/priority](http://www.ukpowernetworks.co.uk/priority)

## Western Power Distribution (OX15, OX16, OX17)

Phone: 0845 724 0240

Text phone: 0845 601 2318  
(or use Text Relay)

Online: [www.westernpower.co.uk/About-us/Priority-Services](http://www.westernpower.co.uk/About-us/Priority-Services)

# Gas Companies

## Scotia Gas Network (SGN)

Call 0800 912 1700 for more information.

Call the number on your gas bill and ask your supplier about joining their Priority Service Register.

## Need more information?

### Oxfordshire County Council

Emergency Planning Team

01865 323765

[www.oxfordshire.gov.uk/emergencyplanning](http://www.oxfordshire.gov.uk/emergencyplanning)  
[emergencyplanning@oxfordshire.gov.uk](mailto:emergencyplanning@oxfordshire.gov.uk)

This leaflet has been produced by Oxfordshire County Council's  
Emergency Planning Unit



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