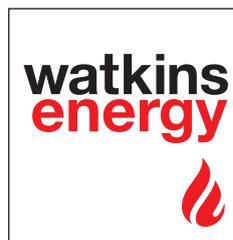


A helping hand when you need it most



At Watkins Energy we put customers at the heart of everything we do

We appreciate that our customers are all different and recognise that from time to time some customers may need a little extra help, which may be temporary or permanent.

If you have any special requirements, or need any extra support, it's helpful if you let us know.

Depending on your personal circumstances, you may qualify for our Priority Services Register.

Being on our Priority Services Register means we can tailor your experience and the way we interact with you, by offering a selection of additional support services completely free of charge.

We do this so we can continue to provide you with excellent service, taking account of your individual situation.

Additional support for heat customers in vulnerable situations

As a responsible heat supplier, we're particularly concerned about customers who are vulnerable to the cold. This can include a wide range of people.

If any of the following circumstances apply to you, you can apply to be on our Priority Services Register as a heat customer in a vulnerable situation:

- Are of pensionable age (65+)
- Are disabled or chronically sick
- Have a long-term medical condition
- Are blind or hard of hearing
- Suffer from a mental health condition
- Have children under 5 years old
- Are in a vulnerable situation, for example you may recently have suffered a bereavement, have a low income or lost your job, or may be recovering at home following hospital treatment



