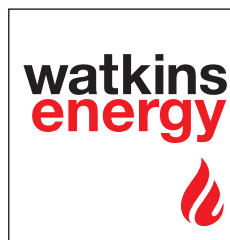


A helping hand when you need it most



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



Our Priority Services

We offer the following priority services free of charge to customers who qualify for our Priority Services Register:

■ Accessible information

We can make information, including notifications about planned interruptions and account and bill information, available in accessible formats, for example printed copy for customers with no internet access, large print for partially sighted customers or in alternative languages.

■ Priority support during interruptions to your heat supply

For customers who are particularly vulnerable to the cold and registered with us on our Priority Services Register as a heat customer in a vulnerable situation, we will make sure that you aren't without heating for longer than 12 hours during planned or unplanned interruptions by providing you with temporary heating.

■ Password protection and identification scheme

Our engineers will always carry photo ID when visiting your home. We can also agree a password with you, to help you identify anyone visiting your home and protect you from fraudulent callers.

■ Knock and wait service

If you know that it takes you a while to get to the door, then just let us know and we can make sure that our engineers are aware in advance of visiting, giving you more time to let them in.

■ Nominee scheme

We're happy to arrange for communications to be sent to a friend, family member or carer, who can act on your behalf to manage your account.

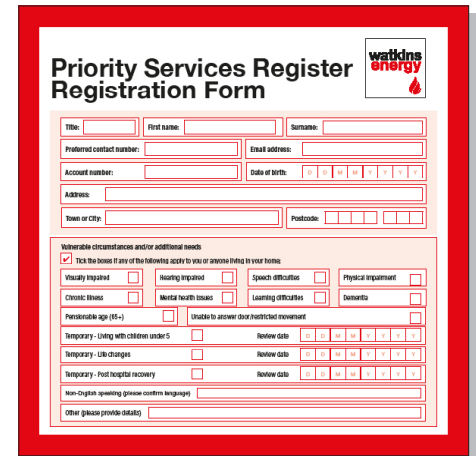
Think you qualify for our Priority Services Register?

If you're unsure if you qualify, we want you to feel comfortable contacting us so that we can discuss your individual circumstances with you. Call us on 0330 324 0018 (local rates apply) Monday to Friday between 8am-5pm to register over the phone, or fill out the registration form included in your welcome pack.

You can also fill out our online registration form which you can find on our website at www.watkinsenergy.co.uk/helpinghand

Our Customer Care Team will always be sensitive and understanding and will treat all information provided as confidential.

We'll need your consent to keep and share your data with our engineers and trusted partners where it affects the services we provide you. Any sharing of data will be done in accordance with our Data Protection and Privacy Policy.



The image shows a registration form for the Priority Services Register. The form is titled "Priority Services Register Registration Form" and features the Watkins Energy logo. It contains several sections for data entry:

- Personal Information:** Title, First name, Surname, Preferred contact number, Email address, Account number, Date of birth, Address, Town or City, Postcode.
- Vulnerable circumstances and/or additional needs:** A checkbox to tick the boxes if any of the following apply to you or someone living in your home.
- Physical Impaired:** Hearing impaired, Speech difficulties, Physical impairment.
- Chronic illness:** Mental health issues, Learning difficulties, Dementia.
- Permanent age (65+):** Unable to answer door/physical movement.
- Temporary - Living with children under 5:** Review date.
- Temporary - Life changes:** Review date.
- Temporary - Post hospital recovery:** Review date.
- Non-English speaking please confirm languages:** A text field for language specification.
- Other (please provide details):** A text field for additional information.

If your personal circumstances change and you no longer need priority services, you can contact our Customer Care Team on the telephone number above, or send us an email to: help@watkinsenergy.co.uk and we'll remove you from the register.