



# **A helping hand when you need it most**

Information on our Priority Services Register and the support we provide for customers in vulnerable situations and/or with additional needs

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# 1. Introduction

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 extra support, it's helpful to 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.

## **2. 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 have recently suffered a bereavement, have a low

income or lost your job, or you may be recovering at home following hospital treatment

### **3. 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 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 are 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.

## 4. Think you qualify for our Priority Services Register?

If you are unsure if you qualify, we want you to feel comfortable contacting us so that we can discuss your individual circumstances with you.

To register over the phone call us on:

0330 324 0018 (local rates apply)

Monday to Friday 8am to 5pm

Or you can 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](http://www.watkinsenergy.co.uk/helpinghand)

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

We will need your consent to keep and share your data with our engineers and trusted partners where it effects the services, we provide you. Any sharing of data will be



done in accordance with our data protection and privacy policy.

If your personal circumstances change and you no longer need priority services, you can contact our Customer Care Team on:

0330 324 0018 (local rates apply)

Monday to Friday 8am to 5pm

Or send an email to [help@watkinsenergy.co.uk](mailto:help@watkinsenergy.co.uk) and we will remove you from the register.

## 5. Contacting us

Whatever you need, we're here to help.

Get in touch today to talk to one of our friendly Customer Care Team.

- **Telephone:**

0330 324 0018 (local rates apply)

Open for general enquiries Monday to Friday 8am to 5pm. Open for emergencies 24/7.

- **Email:**

[help@watkinsenergy.co.uk](mailto:help@watkinsenergy.co.uk)

- **In writing:**

Watkins House, Leigh Road

Haine Business Park

Ramsgate, Kent, CT12 5EU

For more information about our services check out our website which has lots of useful information, tips and answers to frequently asked questions:

[www.watkinsenergy.co.uk](http://www.watkinsenergy.co.uk)