



# Priority Services Register Registration Form

Please fill out this form and email it to us at [help@watkinsenergy.co.uk](mailto:help@watkinsenergy.co.uk) or, if you'd prefer you can post it to us, you'll find our address on the final page.

<b>Please provide us with the below personal information:</b>	
Title:	
First name:	
Surname:	
Preferred contact number:	
Email address:	
Account number:	
Date of birth:	
Address:	

# Vulnerable circumstances and/or additional needs

Please tick the box if any of the following apply to you or anyone living in your home:

<input type="checkbox"/>	Visually impaired
<input type="checkbox"/>	Hearing impaired
<input type="checkbox"/>	Speech difficulties
<input type="checkbox"/>	Physical impairment
<input type="checkbox"/>	Chronic illness
<input type="checkbox"/>	Mental health issues
<input type="checkbox"/>	Learning difficulties
<input type="checkbox"/>	Dementia
<input type="checkbox"/>	Pensionable age (65+)
<input type="checkbox"/>	Low income
<input type="checkbox"/>	No internet access
<input type="checkbox"/>	Unable to answer door/restricted movement
<input type="checkbox"/>	Temporary – Living with children under 5
<input type="checkbox"/>	Temporary – Life changes
<input type="checkbox"/>	Temporary – Post hospital recovery

	Non-English speaking, please confirm language in the space below:
	Other, please provide details in the space below:

## Our password scheme

Anyone we send to your door, such as our engineers, will always carry an ID card which they'll show you to confirm who they are.

If you'd like extra security, please choose a personal password and write it below in block capital letters.

Whenever we send anyone to your home they'll be able to tell you the password to protect you from fraudulent callers.

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(Maximum 10 characters)

# Nominee scheme

If you'd like to nominate a family member or carer to act on your behalf please provide their details below. For data protection reasons we will need you to both to sign the form to allow us to discuss your account with your nominated representative.

<b>Please provide us with the below information for your nominated representative:</b>	
Title:	
First name:	
Surname:	
Address:	
Email address:	
Relationship to you:	
<b>Signature and declaration, please sign below:</b>	
Account holder:	
Nominated representative:	

# Declaration

I confirm that the details I have given are true and correct.

I give permission for you and other organisations acting on your behalf to securely store and use my personal details so that you can provide me with priority services.

We may contact you or your nominated representative to discuss any of the information provided in this form. If you've provided details for a nominated representative, you're giving your explicit consent for us to talk to your nominated representative on your behalf. This may mean we share information with them about you and your heat supply until you tell us that you no longer wish them to act as your nominated representative.

I understand that, by law, you're allowed to use my personal details once I give my permission. We confirm that we won't use or pass your details to a third party for marketing purposes.

# 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)