electricity north west

Bringing energy to your door

Your customer support guide

Please keep this booklet safe. You will find it useful if you are in a power cut.

ENWL_MA644

www.enwl.co.uk/priority

0800 195 41 41

POWER CUT? CALL 105

Hello...

We are Electricity North West and we own, operate and maintain the electricity network across the whole of the North West region. We keep the power flowing from Congleton to Cumbria, and we're proud to be here to support you 24 hours a day, seven days a week.

Electricity is often taken for granted and it's something we all rely on for every aspect of our daily lives.

We invest millions of pounds every year to improve our network so we can power our region, but even with this investment, there are times when the power does go off.

When this happens, we work hard to get the lights back on as quickly as possible, and make sure that everyone is safe.

Some customers need additional support when they are without power. We have our free Priority Services Register and a dedicated Welfare Team to keep these customers safe and comfortable if they do have a power cut.

If you would like to join our Priority Services Register, you can use the form at the back of this booklet, call us on **105 or 0800 195 4141** and we can register for you.

Or visit our website and fill in the online form at; **www.enwl.co.uk/priority**

If you have any questions about any of our services, call us to find out more, or go to our website www.enwl.co.uk.

Electricity North West Limited, Borron Street, Portwood, Stockport, Cheshire. SK1 2JD.
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recycle

www.enwl.co.uk/priority
customerwelfareteam@enwl.co.uk

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Accessibility and translation services

We can provide this booklet in alternative formats such as enlarged text if you are blind or partially sighted and translated content in many languages. Call us for additional support and information on **105 or 0800 195 4141** or visit **www.enwl.co.uk/priority**.

Preparing for a power cut

If you are without power it may be because of a problem on our electricity network or a problem in your own home. Our helpful tips can support you before, during and after a power cut.

Be prepared...

Keep our details handy. Call us on **105** or visit **www.enwl.co.uk** if you need us.

Keep a battery-operated or wind-up torch somewhere easy to find.

Keep a battery-operated radio to hand to listen for the updates and weather reports.

Regularly charge emergency medical equipment, battery powered devices and save any computer work regularly. Keep back up batteries for essential equipment.

Have a written list of emergency contacts. Include: family, friends, GP, pharmacist, utility companies.

Check your trip switches - turn all of your appliances off and reset the trip switch.

Check with neighbours and if the street lights are on. If there is power, it could mean there is a problems with your fuses.

Helpful tips during and after a power cut

Tips to help during and after a power cut...

Notify a family member or neighbour if you feel anxious.

Switch off all electrical appliances but leave at least one light on so you know when your electricity is back on.

Your electronic devices will run out of charge, limit their use for emergencies.

Dress warmly in several layers of clothes.

Keep your fridge freezer doors closed to protect the contents. Frozen food should last for several hours without electricity.

Solar panels should operate automatically without an electricity supply. Switch off your system and check with your operator.

Check your stair lift has a handle that will allow you to manually move the stair lift, so that you can safely return the stair lift to ground level in the event of a power cut.

Your tropical fish or reptiles should be ok for a couple of hours without power. After this you may need to unplug your filters. Cover the tank with a blanket to retain heat.

What to do when your electricity comes back on

Reset the time on any electric timing or recording device.

Check your timer to make sure it is correct. Reset the timer/ thermostat as soon as your electricity comes back on.

Saving money on your bills

We can help with things like:

Save energy, reduce bills, switch energy suppliers and review tariffs.

Access financial support such as Winter Fuel Payments, Cold Weather Payments, government grants and benefits through our free confidential benefits check.

Electricity consumption by making the most of your heating, hot water, appliances and thermostats to keep you warm without spending more.

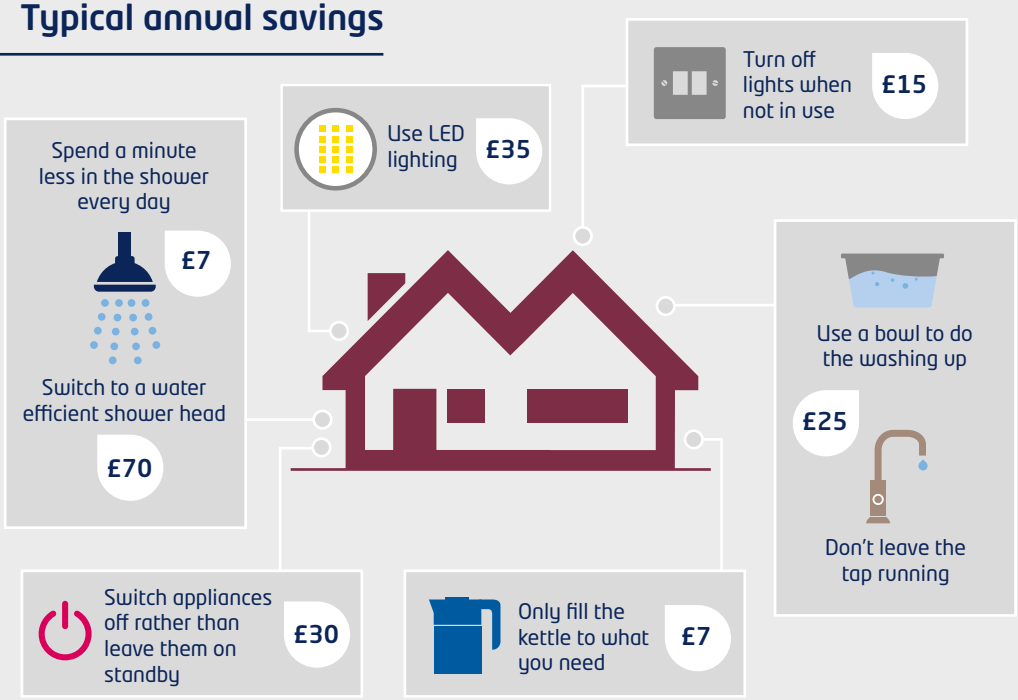
You pay your electricity bill to your supplier, not us. We can help you check you are on the best tariff and support with switching if required.

Smart meters show you how much energy you're using and how much it costs. They are installed and managed by your supplier, and readings are automatically sent to them meaning no more estimated bills or meter readings.

www.enwl.co.uk/priority
customerwelfareteam@enwl.co.uk

Savings and our partners

Typical annual savings



Call us on **0800 195 4141** or complete our online form here; **www.enwl.co.uk/energysavingadvice**

Our partners

We work with a diverse range of partners to help support our customers and communities with everything from health concerns, mobility issues, physical or mental health conditions and advice if you are a carer.

mind · SCOPE · WE ARE MACMILLAN. CANCER SUPPORT · citizens advice

CAFS Cumbria Action for Sustainability · COSY HOMES IN LANCASHIRE · United Utilities · And charities, community groups and councils across the region

Visit our website at; **www.enwl.co.uk/priority**

Or call **105** or **0800 195 4141**

Password scheme and how we use your data

Everyone on our Priority Service Register can set up a personal password just visit www.enwl.co.uk/passwordscheme

If anyone from Electricity North West visits your home and you want to check that it's really us, our representative will make a quick phone call to find out your password, prove their identity and keep you feeling safe.

Data protection

PSR data

When you sign up for the Priority Services Register we collect various data from you such as your name, address, telephone number and email address. We also process sensitive personal data about you concerning your health, where we have asked for your explicit consent or otherwise where this is necessary:

- To protect your vital interests or the vital interests of another person, if you or they are incapable of providing consent;
- Under the Civil Contingencies Act 2004; or
- For the establishment, exercise or defence of legal claims.

We will always ask you for your consent, when it's required and you may withdraw your consent at any time and remove your name from our Priority Services Register by emailing us at customerwelfareteam@enwl.co.uk or by calling us.

What do we do with your personal information?

If the only contact detail we hold for you is your home address, we may periodically share these details to a third party to write to you and confirm that the details we hold for you are up to date.

We may share your personal information with other organisations such as: gas, water and electricity suppliers, welfare organisations, local authorities, NHS organisations and sub-contractors so they can also provide you with similar priority services and support, particularly during emergencies.

You can opt in to allow us to share your data with such providers when you register for our Priority Services.

Complaints

We are committed to providing excellent customer service and our colleagues receive regular customer service training to ensure you receive the best possible service from us.

If we have got something wrong we are really sorry, and hope that you will let us put things right for you straight away. We can usually help you if you talk to us direct about what's wrong.

If you are unhappy with any part of our services please get in touch. There are lots of ways you can contact us:

Telephone

Most things can be sorted out over the phone, but if we can't resolve your complaint we will investigate further and provide you with updates along the way.

In writing

You can write to us, email us or use our online form www.enwl.co.uk/contact

Social media

Get in touch on Twitter and Facebook.

Face to face

We can meet you in person either at our offices or we can make arrangements to visit you when it's convenient. This can be done at any stage of the complaint handling process.

We will always do our best to resolve your complaint as quickly as possible and keep you fully updated at all times.

To help us to resolve your complaint quickly, please send us your full contact details including a telephone number. Please provide details of any costs and damages that are part of your complaint when you contact us.

Three steps to our complaint process

Our customer relations team

Step 1

We will log your complaint, assign a case owner and give you a case reference number with 24 hours.

Your case owner will investigate your complaint and either resolve your case or refer it to an independent case manager within 10 working days.

Our customer managers

Step 2

If you are not satisfied with our resolution, you can ask for your complaint to be referred to an independent case manager who will carry out their own investigation following your feedback.

We will let you know our decision once the investigation is complete or refer your case to a customer champion manager within 20 working days of the date you first made your complaint.

Our customer champions

Step 3

If you are still unhappy with our actions and you have followed steps one and two, one of our customer champion managers will review your case so we can be sure we have taken every possible step to resolve your complaint.

Priority Services Register information

We know that power cuts are inconvenient for everyone but we understand some of our customers may require additional support during this time.

How we can support you

Regular power cut updates	**You will receive updates 24 hours day,** including through the night, please complete your preferred method of communication on the next page.
Support from other utilities	If you consent we will share your details with other energy providers, such as water, gas and electricity suppliers to receive similar priority services from them.
Nominated contact	Nominate a friend or family member for us to keep updated in the event of a power cut.
Password sign up	Register a unique password so if we ever need to visit you at home you feel safe knowing we are who we say we are.
Additional support	We can provide accommodation, hot meals or additional services to help support your individual needs.
Helpful advice	We can provide you with helpful advice to help reduce your household bills, including tariff and benefit checks including energy saving advice and text message weather alerts.

Important: It's important that your details are kept up to date. We can help you much better and much more quickly if we know what support you might need, so please do remember to contact us and tell us if things change for you, and we will update your records.

We are committed to protecting and respecting your privacy. Please visit **www.enwl.co.uk/privacy** to understand our views and practices regarding your personal data and how we will treat it.

www.enwl.co.uk/priority
customerwelfareteam@enwl.co.uk

Priority Services Register application form

Title: (please tick an option) ○ Mr ○ Mrs ○ Miss ○ Ms ○ Other _____

Name: **Postcode:**

Address:

Your contact details:
(please fill in at least one preferred method of contact)

Telephone:

Mobile:

Email:

Please tick the boxes if you give ENWL permission to share your information with:
(if eligible you will be added to their PSR database) ○ **United Utilities** ○ **Gas utilities** ○ **Your supplier**

Choose your preferred communication channel to be contacted with your power cut updates:

○ Text/SMS ○ Email ○ Telephone

If you would like to nominate a friend or family member as your contact we will contact them if we are unable to reach you:

Nominated contact name: _____

Nominated contact mobile: _____

Nominated contact landline: _____

Please tick the reason(s) why you wish to be added to our Priority Services Register:

- ○ **Age related** (pensionable age or children under five)
- ○ **Chronic/serious illness**
- ○ **Communication difficulties** (impaired hearing, vision or speech)
- ○ **Medical dependent** (medical equipment, support equipment, stair lift)
- ○ **Poor mobility**
- ○ **Safety** (reduced sense of smell, dependent on oxygen)
- ○ **Temporary support** (recovery from an operation, life changing event)
- ○ **Mental health**
- ○ **Other** (please state) _____

The data you provide - Our Promise.
The data you provide may be shared with third parties, such as housing associations, charities and the emergency services who may be local to you during an emergency situation. We share this information as they may need to be aware of any priority customers in vulnerable situations to enable them to prioritise in the event of certain circumstances, such as a power cut. To learn more about how we use your data visit www.enwl.co.uk/privacy. In the event that you do not want your data to be shared, please let us know and we will ensure that it is not.

Our reference number:

FOLD, MOISTEN, SEAL AND RETURN

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Electricity North West
Priority Service Customers
PO Box 218
Warrington
WA3 9BV

POWER CUT?
CALL 105