



Utilities and emergency contact information

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Priority Services Register for older and disabled people (energy supplies)

If you sign up to your energy supplier's Priority Services Register (PSR), you can get extra help and support with your energy supply.

You can sign up if you're:

- a pensioner
- disabled or chronically sick
- have a hearing or visual impairment

Help you can get

If you're on the PSR, you could get:

- free advice on being more energy-efficient
- protection from cold callers with a password protection scheme to keep you safe
- your meter moved free of charge if it's hard for you to use or read the meter
- a free quarterly meter reading if you can't read your meter
- bills sent to a relative, carer or friend to help you check them
- your bills and meter readings in a braille, large print, audio tape, textphone or typetalk if you're visually impaired
- advance notice if your supply is going to be interrupted
- priority reconnection if your supply is interrupted
- alternative facilities for cooking and heating if your supply is interrupted
- extra help to use your meter or appliances
- annual gas safety checks

Free gas safety checks

To be eligible for a free annual gas safety check, you must own your home and get a means tested benefit such as Pension Credit or Income Support. Also, one of the following must apply:

- you live alone
- you live with other adults who are aged over 60, disabled and or chronically sick
- you live with at least one other child under five

How to sign up

Contact your supplier to see if you're eligible to sign up to the PSR. If you have different suppliers for gas and electricity, you'll need to call them both.

You'll need to register again if you change your energy supplier.

Priority Services Register Contacts for energy companies

Provider	Contact details
British Gas	<p>Tel: 0800 072 8625 or Tel: 0800 294 8604 if you're a pay as you go customer. Calls free from landlines and mobiles</p> <p>Textphone: 18001 0800 072 8626</p> <p>Web: https://www.britishgas.co.uk/Priority-Service-Register</p>
EDF	<p>Find out more about our Priority Services Register in our Priority Services booklet – available in standard or large print, Braille and Audio format.</p> <p>Tel: 0800 269 450 or minicom: 0800 096 2929</p> <p>Web: https://www.edfenergy.com/for-home/help-support/priority-services-register</p>
Eon	<p>Caring Energy Support team</p> <p>Tel: Freephone 0800 051 1480 open 8am to 6pm Monday to Friday.</p> <p>Web: https://www.eonenergy.com/for-your-home/help-and-support/extra-help</p>
npower	<p>Tel: 0808 172 6999 free calls</p> <p>Web: https://customerservices.npower.com/app/answers/detail/a_id/704/~/~do-npower-operate-a-priority-services-register%3F</p>
SSE	<p>Tel: 0800 622 838 or textphone: 0800 622 839.</p> <p>Open 8am to 8pm Monday to Friday and 8am to 2pm on Saturdays.</p> <p>Web: https://www.sse.co.uk/help/accessibility/careline-and-priority-services-register#item1</p>
Scottish Power	<p>Priority Services helpline</p> <p>Tel: 0800 027 0139 - opening hours 8am to 4.45pm</p> <p>Web: https://www.scottishpower.co.uk/customer-services/support/priority-services-register</p>

Anglian Water - WaterCare Services

Register for WaterCare for extra help with:

- water when the supply is interrupted
- special tariffs
- alternative ways of getting information
- reassurance against bogus callers.

Who's eligible?

WaterCare is available to a wide range of Anglian Water customers, from nursing mothers with children under the age of one to kidney dialysis patients who have a dialysis machine at home; customers who have sight or hearing difficulties to those who are frail and elderly or classed as disabled.

To apply fill in the online form at <http://www.anglianwater.co.uk/watercare> or call:
Tel: 03457 919 155

Emergency Helplines

Electricity emergency numbers

To report a power cut or tell us about damaged power lines or underground cables contact:

UK Power Networks

Tel: 0800 316 3105

Web: <http://www.ukpowernetworks.co.uk/internet/en/contact-us/>

Environment Agency

Floodline

Tel: 0345 988 1188

General Enquiries

Tel: 03708 506 506

National Gas Emergency Helpline

If you can smell gas or need to report a gas explosion/fire call the:

National Gas Emergency Helpline on **Tel:** 0800 111 999

Anglian Water

Web: <http://www.anglianwater.co.uk/household/contact-us/>

Query	Tel No	Availability
Billing and general enquiries	03457 91 91 55	8am to 8pm Monday to Friday 9am to 1pm on Saturday
Water supply and sewerage service queries and emergencies	03457 145 145	24 hours a day, 7 days a week
Reporting a leak Please ring as soon as possible	0800 771 881	24 hours a day, 7 days a week
Having problems paying your bill	0800 169 3630	8am to 8pm Monday to Friday 9am to 1pm on Saturday

For information on burst pipes see:

Web: <http://www.anglianwater.co.uk/household/water-supply/burst-pipes/>

WaterSafe

WaterSafe is a dedicated online search facility bringing together thousands of qualified contractors employed by plumbing businesses from the seven existing Approved Contractors' Schemes across the UK. The aim is to help customers to find the nearest qualified plumbing and heating professionals in their area and promote water safety in the home and for businesses.

The Scheme is funded by the water industry and is free to use. In order to be featured on the WaterSafe website, all contractors must be a member of an Approved Contractors' Scheme, ensuring they provide a quality service. Costs for becoming a member of an Approved Contractors' Scheme vary, but for a qualified contractor, they are an effective way of reaching more customers. Trusted contractors who are members of an existing Approved Contractors' Scheme have the option of joining WaterSafe and becoming part of the biggest water sector group in the UK.

Web: <https://www.watersafe.org.uk/>

Supported Housing Service including One Support

Housing related support is help that you may need to set up or maintain your own home. This might include:

- help to claim benefits, complete forms or manage debts
- help to develop your domestic skills like budgeting and cooking
- help to move into independent accommodation or to somewhere with less support
- the services of a sheltered housing Warden or Scheme Manager
- help to identify and contact other people, groups or organisations you may need assistance from. For example, housing departments, social services, colleges and training centres, housing associations, specialist advice agencies

This support is to prevent a person from being homeless or being admitted to hospital where it can be avoided. A support worker will work with the client to develop skills to allow the person to become more independent & help themselves. The support will cover budget control, maximisation of income, healthy eating gaining access to the Doctor etc. The support does not cover Care although in some incidents the person maybe receiving both.

Web:

http://www.bedford.gov.uk/health_and_social_care/help_for_adults/supporting_people_information.aspx

Warmer Homes Project

Age UK Bedfordshire has an ambition along with Age UK (the national organisation) to reduce fuel poverty and to help address ill-health amongst older people caused by fuel poverty and cold homes. They have secured funding from British Gas Energy Trust, an independent trust, to help them achieve their goal.

Age UK Bedfordshire will deliver local projects to support low income and vulnerable households affected by fuel poverty. They will deliver a holistic service aimed at addressing ill-health caused by cold homes and fuel poverty.

Taking self-referrals and working with local authorities and local Clinical Commissioning Groups, Age UK Bedfordshire will reach vulnerable older people who are most at risk of fuel poverty and cold-related ill health. Providing holistic, one-on-one 'Warmer Homes -Healthy Homes' checks for older people; these will include benefits' entitlement checks, home energy assessments (within the older person's home), energy efficiency advice and signposting to additional support - such as boiler replacement services and installation of Thermostatic Radiator Valves (TRV) and internal insulation aids.

Age UK Bedfordshire will also act as advocates supporting older people through processes like switching suppliers, smart meter installations and energy billing

enquiries, as well as offering support during power cuts and giving qualified fuel debt advice.

The target groups of older people are the 'at risk groups'. These have been identified as:

- Over the age of 65
- Suffering from or at risk of cardiovascular and respiratory conditions
- Disabled
- On low income
- Living in properties that are hard to heat (those with solid walls, no loft space, in a state of disrepair, high rise blocks and those not connected to the gas grid), and
- With mental health conditions and dementia
- Living alone
- Having recently experienced sudden changes in circumstances (i.e. due to bereavement separation, loss of employment)
- With caring responsibilities
- With literacy or numeracy difficulties, and
- With a limited knowledge/a lack of experience of the energy market

The service is free and confidential.

If you think that you or someone you know falls into one or more of these categories and are over the age of 50 years, please contact Age UK Bedfordshire at.

Tel: 01234 360510

Email: enquiries@ageukbedfordshire.org.uk and mention "Warmer Homes".

Web: www.ageuk.org.uk/bedfordshire/our-services/warmer-homes-project/

Home Fire Safety Checks

A home fire safety check is a basic risk assessment of your property. It provides Bedfordshire Fire and Rescue Service an opportunity to provide friendly, understandable advice specific to your home and covers the major fire risks. It also gives you the opportunity to ask any questions in a safe environment. This is a purely advice driven service.

Uniformed officers will visit you at home by appointment and deliver a FREE home safety package, specially tailored to your needs. This includes giving you expert advice and, as an extra bonus, they will supply and fit FREE smoke alarms where necessary.

Call 0800 043 5042 leaving your name, full address including postcode and contact number and you will be contacted to arrange your Home Fire Safety Check and Smoke Alarm provision.

Tel: 0800 043 5042

Web: www.bedsfire.com/CommunitySafety/HomeFireSafety/Pages/Default.aspx

Bobby Scheme

Bedfordshire Police Partnership Trust and Bedfordshire Police have a scheme called "The Bobby Scheme".

The service is available for people over the age of 65, the vulnerable or those that are disabled. The Bobby Team will attend your home and carry out a survey, identifying any areas which may be vulnerable to crime. Where appropriate, they will improve your security with locks, door chains and viewers.

Tel: 01234 842619

Web: bedspolicepartnership.org/?page_id=43