

# **National Grid Electricity Distribution Special services**

1. This Statement is produced in accordance with Condition 10 of NGED's Electricity Distribution Licences for National Grid Electricity Distribution (East Midlands) plc, National Grid Electricity Distribution (West Midlands) plc, National Grid Electricity Distribution (South West) plc and National Grid Electricity Distribution (South Wales) plc "NGED". The licensee must establish and maintain a Priority Services Register which contains such details of Priority Services Register Customers ("PSR Customers") as will enable the licensee to fulfil its obligations to them under this condition. The licensee must set up and maintain practices and procedures to identify Domestic Customers who may be eligible to become PSR Customers as a result of its customer interactions, and offer to add them to the Priority Services Register.

PSR Customers are Domestic Customers who:

- (a) are either
    - (i) of Pensionable Age, disabled, chronically sick, or live with children aged under 5; or
    - (ii) due to otherwise being in a vulnerable situation, in need of additional services related to their access, safety, and communication needs; and
  - (b) have:
    - (i) personally asked the licensee to add their name to the Priority Services Register, or
    - (ii) had a person acting on their behalf ask for their name to be added to the Priority Services Register, or
    - (iii) had a Relevant Supplier or Relevant Gas Transporter ask for their name to be added to the Priority Services Register.
2. The contents of this Statement as set out below, will be incorporated into NGED's Statement on Customer Services and published on NGED's website as required under SLC 10.11 and 10.12.
  3. NGED's website Accessibility page contains assistive technology to assist customers who are blind or partially sighted or deaf or hard of hearing or whose first language is not English as required under SLC 8.5(b) and (c).
  4. National Grid Electricity Distribution (NGED) operates and maintains the electricity distribution network in the Midlands, South West England and South Wales distribution services areas.
  5. Customers can register via their energy supplier. If customers choose we can also share details with your energy supplier and Water Company so they can add the customer to their register. In the event of an emergency we may share customer information with third parties such as the British Red Cross, or the customer's local council.

**6. Customers can register with us for the following reasons:**

- (a) elderly customers
- (b) you keep medicine in the fridge
- (c) learning disabilities
- (d) sight loss
- (e) mental health issues
- (f) wheelchair use/mobility
- (g) children under five in your household
- (h) you have just come out of hospital
- (i) reliance on medical equipment
- (j) hearing loss
- (k) have a serious or chronic illness
- (l) living with dementia
- (m) have extra communication needs, such as if you do not speak or read English well

7. Customers may also need support because of life-changing events such as bereavement, relationship breakdown, job loss, recovery from hospital treatment or living independently for the first time. In any of these circumstance customers can register to receive extra help on a temporary basis.

**8. Services we offer PSR Customers include:**

- (a) A special telephone number
- (b) Power up referral
- (c) Support from the British Red Cross
- (d) Advance notice of planned maintenance
- (e) Text or phone alerts
- (f) Password scheme
- (g) Communication in alternative formats

Amended: July 2023 (Rebranded)