

Priority Services

Customer Statement

Priority Services

We understand that when it comes to managing your energy bills and usage, there are times when a little extra help can make all the difference.

That's why we offer you the option to sign up to our Priority Services Register, giving you extra support when you need it the most. Our Priority Services Register gives you access to our friendly call centre staff, who can offer advice on a range of helpful and accessible services, at **no extra cost to you**.

How we can help

A 'knock and wait' service, which gives you more time to answer the door, and a password scheme, so you, or the person representing you, can identify who is at the door.

Bills and communications in adapted formats such as large print, Braille and audio.

Arranging for communications to be sent to an authorised friend or family member, who can act on your behalf to manage your accounts, if you both agree.

Additional services to allow you to communicate directly with us if English is not your primary language or if you use British Sign Language you can contact us via sse.co.uk/signvideo.

Priority help in the event of a power cut if you rely on electricity for medical equipment.

If you, and anyone else living in your property, are unable to read your meter, we can do this for you on a quarterly basis to ensure you receive accurate bills.

If you have a Pay As You Go meter that you are having difficulty accessing or topping up, we can move or change the meter free of charge.

For further information, or to arrange extra support or services, call our Careline on **0800 622 838**. We may even be able to offer extra help in managing your bills. If you are a text telephone user, you can find out more about our Careline services using textline on **0800 622 839**. Please use textline for typed messages only.