

# Using our Priority Service

## Introduction

Our customer care team are here to provide a friendly, personal service to everyone that calls us or contacts us by email. We can also offer extra help for those that need it, in the form of our Priority Service. This makes a range of free services available to any customer who needs some extra support. You may benefit from our Priority Service if you:

- Are of pensionable age
- Are disabled
- Have a hearing or visual impairment
- Have a chronic illness
- Have children under the age of 5
- Need temporary support (for example, when recovering from an operation)

## What does the Priority Service offer?

- If you give us permission, we can send your energy statements to a relative, friend or carer's address. You'll need their permission first and they'll have to sign the relevant section of our Priority Service Registration form. Please remember, you'll still be responsible for making sure you pay for your energy.
- You can ask to receive your energy statements in an alternative format, such as large print or Braille.
- If you have difficulty reading your meter(s) please get in contact to discuss how we can support you, for example by arranging for meter read visits.
- Representatives of Good Energy who visit your property (for example to read the meter or repair a problem with your energy supply) must show you identification and be able to tell you the reason for their visit. For extra security, you can set up a password using the form in this guide.

## Joining our Priority Service Register

We want to make sure you get the service you need. So if you or someone in your home are of a pensionable age, disabled, chronically sick, hearing or visually impaired, have children under the age of 5 or need temporary support (e.g. recovering from an operation), please let us know.

To join our Priority Service, please complete and return the Priority Service application form within this guide. Alternatively, we can take you through the application over the phone.

## How to contact us

- Call us on **0345 034 2400** (we're here 9am-5pm Monday to Friday except bank holidays).
- Email us at **hello@goodenergy.co.uk**
- Write to us at **Freepost RUBZ-GHJB-UTXK, Good Energy Ltd, Chippenham, SN15 1GH**
- Visit our website: **goodenergy.co.uk**

## Independent advice

If you need further advice about managing energy bills, the following organisations may be able to provide support.

### Royal National Institute for the Blind (RNIB)

**Information Line:** 0303 123 9999

**Email:** [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)

**Website:** [www.rnib.org.uk](http://www.rnib.org.uk)

### Step Change Debt Charity

**Information Line:** 0800 138 1111 Open Monday to Friday 8am to 8pm, and Saturday 8am to 4pm.

**Website:** [www.stepchange.org](http://www.stepchange.org)

### Royal National Institute for the Deaf (RNID)

**Information Line:** 0808 808 0123

**Textphone:** 0808 808 9000

**SMS:** 0780 0000 360

**Email:** [Information.Line@hearingloss.org.uk](mailto:Information.Line@hearingloss.org.uk)

**Website:** [www.rnid.org.uk](http://www.rnid.org.uk)

### Money Advice Trust

**Website:** [www.moneyadvicetrust.org](http://www.moneyadvicetrust.org)

### National Debt Line

**Information Line:** 0808 808 4000 (Freephone number)

**Website:** [www.nationaldebtline.org](http://www.nationaldebtline.org)

### Age UK

**Information Line:** 0800 678 1174

**Website:** [www.ageuk.org.uk](http://www.ageuk.org.uk)

### Citizens Advice

Please refer to your local telephone directory, or visit our website.

**Website:** [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### Energy Saving Trust

**Website:** [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

### England and Wales: Energy Saving Advice Service

**Information Line:** 0300 123 1234 (calls cost no more than a national rate call) lines are open Monday to Friday 9am to 8pm

### Scotland: Home Energy Scotland

**Information Line:** 0808 808 2282 (Freephone number) lines are open Monday to Friday 8am to 8pm, and Saturday 8am to 5pm

## Priority Service customer registration form

The information that you provide us on this form will be used to help us give you a better service and will be treated as confidential.

Our Supply License requires us to obtain your consent to pass your details on to local network operator companies, as well as any appointed agents working on behalf of Good Energy.

By completing, signing and returning this form to Good Energy, you are giving us consent to pass on your details to companies that may need to visit your home or to carry out work on the electricity and gas network.

### Full name

### Address

### Email address

### Your Good Energy Account Number as shown on the top, right hand side of your statement

## Please provide information about the people living in your home

Are you of pensionable age?  Yes  No

How many residents of pensionable age live at the property?

What is the total number of residents?

How many residents under the age of 5 live at the property?

Please select all of the conditions below that apply to you and the people living in your home in your home

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Disabled               | <input type="checkbox"/> Visually impaired     | <input type="checkbox"/> Serious illness   |
| <input type="checkbox"/> Restricted movement    | <input type="checkbox"/> Blind                 | <input type="checkbox"/> Breathing conditions  |
| <input type="checkbox"/> Poor walking           | <input type="checkbox"/> Hearing impaired      | <input type="checkbox"/> Heart condition   |
| <input type="checkbox"/> Bedridden              | <input type="checkbox"/> Deaf                  | <input type="checkbox"/> Dementia  |
| <input type="checkbox"/> Arthritic              | <input type="checkbox"/> Learning difficulties | <input type="checkbox"/> Poor sense of smell   |
| <input type="checkbox"/> Wheelchair user        | <input type="checkbox"/> Speech difficulties   | <input type="checkbox"/> Do you need us to provide energy statements and other important communications in a language other than English? (If so please specify) |
| <input type="checkbox"/> Other (please specify) |  |  |

Does anyone at the property use healthcare equipment that requires electricity?

Yes  No

If yes, please select all electricity dependent equipment you have in your home

- Stair lift  Bath hoist  Nebuliser  
 Oxygen concentrator  Ventilator  Aponea monitor  
 Kidney dialysis machine  Heart/Lung machine  
 Other (please specify)

### Free of charge services

Please select if you require any of the following services

- Talking bill service (we'll call you with your bill details)  
 Large print bills  
 Braille bills and correspondence  
 Duplicate bills or statements to be sent to a third party representative\*

\*Please give us details of the third party below

Full name:

Telephone number:

Email address:

Relationship to you:

### Password scheme

The person that reads your meter will always carry an identity card that they will show you before entering your property. For extra reassurance, you can set up a password. Only Good Energy and people that provide services on our behalf will be able to access this. You can change your password at any time by contacting us.

Would you like to set up a password for our engineers to use when visiting your home? If yes please provide a unique password below:

Your password (8 letters max)

### Reading your meter(s)

Are you or a nominated person able to regularly read your meter(s)?  Yes  No

Do you have a smart meter?  Yes  No

If you would like to have a smart meter installed so that we can take remote meter readings, please contact us by emailing [hello@goodenergy.co.uk](mailto:hello@goodenergy.co.uk) or calling **0345 034 2400**.

If you don't have/want a smart meter, would you like us to arrange for an agent to carry out quarterly meter reading visits?  Yes  No

### Prepayment meter(s)

Do you have a prepayment meter?  Yes  No

If yes, are you able to reach your meter to top up and read the meter?  Yes  No

Please note: If your nearest PayPoint/Payzone is more than a mile away and you are unable to travel to top up your meter, then we may be able to offer an alternative. Please contact us to talk about your options.

### Annual gas safety check

You may also qualify for a free annual safety check. To be eligible for a free gas safety check you must be able to answer yes to ALL of the following questions:

- Do you receive means tested benefits?
- Do you live in a property you own rather than rent?
- Has it been over 12 months since a gas safety check was carried out in your home?

You must also be able to answer yes to ONE of the following questions:

- Do you live with a child under the age of 5?
- Are you of pensionable age, disabled or chronically sick, and living alone?
- Are you of pensionable age, disabled or chronically sick, living with others who are also of pensionable age, disabled, chronically sick or under the age of 18?

Providing you have met the requirements above, we will appoint a Gas Safe Registered Engineer to visit your home to carry out your gas safety check free of charge.

We will get in touch with you to set up your appointment.

### Passing on details of any additional support

To provide you with the most appropriate service, we would like to inform any agents who may need to carry out work at your property that you have registered to receive additional support.

Please give your consent, by signing below, for relevant details about the additional support required shown on this form to be passed on to your local electricity and gas network operator company.

**Please sign here:**

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**Date: (DD/MM/YYYY)**

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Please complete the whole of the form and return it to us at:

**Freepost RUBZ-GHJB-UTXK**  
**Good Energy Ltd**  
**Chippenham**  
**SN15 1GH**