

A dark blue silhouette of a city skyline with various building shapes. Overlaid on this skyline are several white-outlined rectangles of different sizes, some of which are slightly offset from the buildings behind them, creating a layered effect.

# WELCOME TO THE PRIORITY SERVICES REGISTER

# WELCOME

You are receiving this welcome pack following your request to be added to our Priority Services Register. This pack contains information about who we are, what we do and the benefits of being on our Register. We also provide advice on power cuts such as why they happen, how to prepare for one, and what to do if you are affected.

If you would like further information or have any queries regarding our Priority Services Register, you can contact our support team using the details below.



01372 587 500

[customerservices@espug.com](mailto:customerservices@espug.com)

[www.espug.com](http://www.espug.com)



## BENEFITS OF BEING ON THE PRIORITY SERVICES REGISTER

Our Priority Service is **FREE OF CHARGE**. As a Priority Services customer, we want to make sure that you receive extra support and peace of mind when needed.

Examples of the support we can offer are:

- Advance notice of planned interruptions to your electricity or gas supply
- Keeping you up to date during an interruption by telephone
- A password facility and photographic ID cards to enable you to recognise our engineers should they need to visit your home (either at your request or in case of an emergency).
- Advice on how best to prepare for an expected shutdown and manage in case of an unexpected shutdown
- Providing alternative heating and

cooking facilities during an interruption to your gas supply

- When asked to do so, assistance with additional communication needs (including visual or hearing impairment)

We are always trying to find new ways to improve our services to meet your needs. If you have any concerns about how you, or someone you care for, would manage during a power cut, please let us know using the contact details on the previous page.

Free services similar to the Priority Services Register are also available in the water, phone and public transport sectors. Please contact your service provider(s) for more information.





## WHO ARE ESP UTILITIES GROUP?

We are an Independent Gas Transporter and Independent Distribution Network Operator; we own the pipes and cables that bring gas and electricity to your property.

We are not the company who sends you bills for your energy usage, our job is to maintain and repair the gas and electricity networks in the event of a fault. It is our responsibility to fix interruptions to your gas supply and power cuts as quickly and safely as possible.

On many of our networks we own both the gas pipes and electricity cables, however sometimes we own just the gas pipes or just the electricity cables, not both. If this is the case for you, please make sure you find out who your distributor is for the other utility and sign up to their Priority Services Register. You can use your Meter Point Reference Number (gas) and Meter Point Administration Number (electricity) to identify whether you are on our network for both gas and electricity using the information on the next page.

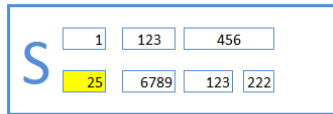
If the Meter Point Administration Number (MPAN) (sometimes known as your supply number) on your electricity bill from your supplier begins with 25 then you are part of the ESP Electricity network.

If the Meter Point Reference Number (MPRN) on your gas bill begins 749, 755 or 767 then you may be part of ESP's gas network.

See further guidance below on MPAN and MPRN formats and how to identify them on your energy bill.

### **Where can I find my electricity Meter Point Administration Number (MPAN)?**

Your MPAN can be found on your electricity bill from your supplier. ESP MPANs always begin with '25' and are usually displayed in the following format on your electricity bill:



If you cannot find your MPAN on your electricity bill, you should contact your electricity supplier who will be able to help.

### **Where can I find my gas Meter Point Reference Number (MPRN)?**

Your MPRN can usually be found on your gas bill. This is a 6-10 digit numerical code, and it is usually located at the top or the bottom of the bill. Unlike your MPAN, this number does not contain any letters and should not be confused with your account number. Here is an example of a MPRN on an energy bill:

Meter Point Ref No: 7491234567

If you cannot find your MPRN, then you should contact your gas supplier who will be able to help you or alternatively, visit <https://www.findmysupplier.energy/>

## DATA PROTECTION

With your consent we can share your details with your energy supplier who may also offer Priority Services that you can benefit from. Your details will be kept in strictest confidence and only passed on to other organisations for related purposes e.g. a meter company who would need to know of any special access requirements should they need to visit your home to address any problems with your metering equipment. If you advise us of a nominated contact, you are giving your explicit consent for us to talk to your nominated contact on your behalf when providing Priority Services. This may mean we will share information about you and your supply with them.

We will never use your details for marketing purposes meaning that you will not receive unsolicited phone calls or messages as a result of registering, and data on the Priority Services Register will not be shared for purposes beyond that of the services described above.

If you no longer need to be registered for Priority Services, or would like to remove yourself from our Priority Services Register, please let us know using the contact details at the beginning of this welcome pack. Your details will be held on our Priority Services Register until such time as you ask for them to be removed, or the registered supplier at the property advises us of a change in circumstances.



# POWER CUT ADVICE

We understand that power cuts can be a cause for concern, especially if you or a member of your household needs power for medical reasons, are unwell or have a young family.

Being on our Register does not necessarily mean we can restore your power more quickly; however we will be proactive in attempting to contact you if we know of a problem in your area. We will also provide you with advance notice for planned outages to help you prepare.

If you believe there has been a power cut call **105** (national Freephone service) or call us free on our emergency telephone number **0800 731 6945**.



We advise our Priority Service customers to try and plan ahead for when an outage occurs to ensure your medical equipment can cope during a power cut. Here are some precautions you can take well in advance:



#### STAIR LIFTS:

If you have a stair lift that is mains operated then it will not work during a power cut. Check to see if it has battery back-up power or a manual release handle. If it does not, it may be possible to have one fitted. Please contact your lift manufacturer for more information.



#### BATH HOISTS:

Most modern hoists have a rechargeable battery pack which will operate in a power cut. Please contact your hoist manufacturer for more information.



#### MEDICAL EQUIPMENT:

If you have a medical condition and rely on medical equipment which could be affected by a power cut, make sure you speak to your carer, district nurse, doctor or social worker. They may be able to help you prepare a personal emergency plan so you know what to do if you have a power cut e.g. acquiring an 'uninterruptable power supply' - an electrical apparatus that provides emergency power when you experience a power cut, similar to a small generator.

**If you need medical advice during a power cut, call the NHS Direct Helpline on 111.**



#### EMERGENCY CONTACT NUMBERS:

Keep all emergency contact numbers including friends, family and carers close to hand. This can be on your mobile phone but your phone's battery may lose its charge during the outage so we recommend also having a written /printed back-up list kept in a memorable, easily accessible place. Some landline telephones can also be affected by a loss of supply so alternative communication methods should be considered.

It is also important to have access to a fully charged phone in the case of a medical emergency.

# WHY DO POWER CUTS HAPPEN?

## Planned power cuts:

We always try to keep planned power cuts to an absolute minimum; however there are times when we may need to turn your power off to ensure the safety of our engineers whilst they carry out essential maintenance, or repair damaged equipment on our network. If we need to turn your power off for planned maintenance, we will write to you, at least 5 days prior to the interruption, giving the date, time and anticipated duration of the interruption to ensure you have time to prepare.

## Unplanned power cuts:

Sometimes power cuts are outside of our control and are often caused by severe weather or damage to our cables or equipment. We will not be able to give you advanced warning but will aim to restore power as soon as possible.

If your power goes off and you have not received a letter from us advising you of an outage, check that it is a power cut and not a wiring problem within your property.

We recommend checking your **electricity meter** to see if a light is on. If the light is on, the power outage may be due to a problem within your property that may be quickly fixed:

- If you know where your fuse box is and can access it safely, check to see if a trip switch has moved to the off position. If it has, move it back to the 'on' or green position
- If you can do so safely, check whether neighbouring properties are also affected





## PREPARATION & DURATION

Preparing for a power cut:

- Have a supply of warm clothing and blankets to hand
- Fill a vacuum flask with a warm drink
- Fill a hot water bottle
- Keep a torch handy. Candles can be unsafe, especially with children around. Battery-powered lights are available which plug into power sockets and come on automatically during a power cut. Most hardware stores and supermarkets stock these lights
- Make sure your mobile phone has important numbers stored and is fully charged
- Regularly save or back up work on your computer
- Stock up on non-perishable foods

Advice on how to cope during a power cut:

- Turn off and unplug electrical equipment and appliances, especially anything that generates heat
- Only use other forms of heating and lighting if you can do so safely
- Leave a light on so you know when power has been restored
- Limit the use of your laptop or smart phone to save battery power
- Do not open the fridge or freezer door unnecessarily. A modern fridge will keep food cold for up to 15 hours if the door is kept closed. A full freezer can maintain its temperature for approximately 48 hours, a half full freezer for 24 hours
- When power is restored turn your appliances back on one at a time

# GAS LEAK & CARBON MONOXIDE ADVICE

The most obvious sign of a gas leak is the smell of gas. You could also be feeling ill as a result of a gas leak.

The symptoms may include:

- Feeling lightheaded
- Dizziness
- Nausea
- Headaches

If you're suffering from these symptoms and suspect a leak of gas or carbon monoxide follow the advice on the next page and call the National Gas Emergency Number **0800 111 999**.





DO



#### OPEN DOORS & WINDOWS

If it is safe to do so: Open doors and windows to allow fresh air in.



#### TURN OFF THE GAS

Turn off the gas at the Emergency Control Valve (ECV), which is usually near the meter. Move the handle a quarter turn until it's at 90 degrees from the pipe to shut off the gas supply .



#### LEAVE THE PROPERTY



#### PHONE THE GAS EMERGENCY NUMBER

Phone the National Gas Emergency Number **0800 111 999**. Only use a mobile phone from outside the property. The number is free and available 24 hours a day. Follow the advice given by the emergency adviser.



#### WAIT OUTSIDE

Wait outside for a gas engineer to arrive.



#### NOT FEELING WELL?

If you are feeling unwell, visit your GP or hospital immediately and advise them you may have been exposed to a gas leak.



DON'T



#### SMOKE, LIGHT A MATCH OR USE ANY OTHER NAKED FLAME



USE DOORBELLS, MOBILE PHONES OR TURN ON/OFF ANY ELECTRICAL SWITCHES (INCLUDING LIGHT SWITCHES) WHICH COULD CAUSE A SPARK



TURN THE GAS SUPPLY ON AGAIN UNTIL IT HAS BEEN CHECKED BY A GAS SAFE REGISTERED ENGINEER

## GAS LEAK PREVENTION

You should always get appliances installed by a Gas Safe registered engineer. Details of registered engineers in your local area can be found on the Gas Safe website: [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk) or you can call 0800 408 5500 and use the automated telephone service.

A gas detector alarm could help keep you and your family safe by alerting you to leaks. Smoke alarms do not detect gas or carbon monoxide leaks.

If you live in rented accommodation, your landlord must provide you with a gas safety certificate and make provision for an annual gas safety check.

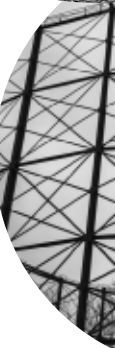
Ensure all gas appliances in your home are safety checked annually by a Gas Safe registered engineer. As part of any safety check ensure that the engineer carries out a tightness test of the pipework to ensure there are no gas leaks, and

a visual inspection of accessible pipework to ensure the fittings are in good condition. Make sure you ask to see your engineer's Gas Safe Register ID card. The front will confirm their registration and identity; the back will confirm they are qualified to undertake the inspection work.

Look out for warning signs that a gas appliance is not working properly – lazy yellow flames, increased condensation on your windows and black marks or stains around the appliance. Gas appliances can be unsafe without displaying these symptoms, so we strongly recommend they are checked annually.

Use gas appliances for their intended purposes only, e.g. do not use a cooker to heat a room.

Provide enough ventilation for gas appliances to burn correctly and make sure no flues, air vents or chimneys are blocked.





## CARBON MONOXIDE

Carbon monoxide is a poisonous gas that you can't see, smell or taste so it's almost impossible to detect without a specific detector. It can cause death as well as serious long term health problems such as brain damage. Carbon monoxide is produced when a gas appliance has been incorrectly fitted, badly repaired or poorly maintained. It can also occur if flues, chimneys or vents are blocked.

What are the symptoms?

Being aware of the symptoms could save your life. They are similar to the flu:

- Headaches
- Dizziness
- Nausea
- Breathlessness
- Collapse
- Loss of consciousness

If you are worried you might be suffering from carbon monoxide poisoning, you should consider:

- Are you the only person in the house affected?
- Do the symptoms stop when you leave the house for any period of time e.g. when you are away for a couple of days or on holiday but start again when you return?
- Do the symptoms arise when you use a gas appliance?
- Do they get worse in winter, when you've got the heating on?

If you think you or someone in your family might have carbon monoxide poisoning, get in touch with your doctor or your local hospital's Accident and Emergency department immediately.

What checks can I carry out to see if my gas appliances are leaking carbon monoxide?

- Look for stains, soot or discolouration on (or around) your gas appliances e.g. gas oven, boiler, fire heaters or gas boiler
- Make sure there are no blockages in your chimney or flue and air vents. Keep your doors, walls and windows clear
- Check the pilot light on your gas boiler (and any other gas flames that normally burn blue). If the flame is yellow or orange, you might have a carbon monoxide leak
- Be aware that pilot lights that frequently blow out can be an indication of a leak
- Look out for increased condensation inside windows

Carbon monoxide poisoning prevention:

The first and best thing you can do to minimise the risk of carbon monoxide poisoning is to ensure that your gas appliances are checked annually by a qualified Gas Safe registered engineer.

Fit an audible carbon monoxide alarm that will activate in the presence of carbon monoxide.

Modern alarms are similar in design to smoke alarms (which do not detect carbon monoxide) and can be purchased from many major retail outlets including DIY stores and supermarkets. Make sure any alarm you buy is certified to the EN 5029 Standard, and has the British Standards Kitemark.

We do not recommend the use of 'black spot detector' warning strips - they are easy to miss and won't alert you if you have a leak when you are asleep. If you're unsure which alarm to get, you can:

- Ask a Gas Safe registered engineer for advice
- Visit the Gas Safe website: [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)
- Call 0800 408 5500 and use the Gas Safe automated telephone service



Carbon Monoxide  
Alarm

# ARE YOU PREPARED?

**GAS EMERGENCY NUMBER: 0800 111 999**

**ELECTRICITY EMERGENCY NUMBER: 105**

## YOUR EMERGENCY PHONE BOOK:

Name:

Phone Number:

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### CHECKLIST:

7

Medical equipment checked

5

## Carbon monoxide alarm

9

Torch

9

Blankets available

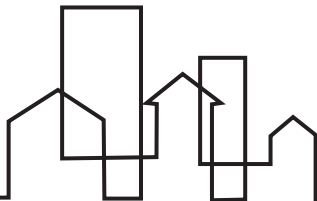
9

Stock of non-perishable food

11

Gas appliances safety checked

Date last checked: .....




Our goal is to make sure you receive the support you need to see you through planned and unexpected disruptions.

If you'd like to give feedback on our priority services, or have some ideas about how we can improve, please get in touch using the details overleaf.



ESP Utilities Group Ltd  
Bluebird House  
Mole Business Park  
Leatherhead  
Surrey  
KT22 7BA

01372 587500  
[www.espug.com](http://www.espug.com)  
 @ESPUilities