

Priority Services Register and Extra Support

We want all residents to be able to access heating, cooling or hot water safely and comfortably, and to feel supported when they need help.

If you, or someone in your household, needs extra support, you can ask to be added to the Heat Supplier's Priority Services Register. This is a free and confidential service for residents who may need additional help because of their personal circumstances or because they are in a vulnerable situation.

You do not need to be the named account holder to tell us that someone in the home needs extra support.

Who may need extra support?

You may wish to contact us if you, or someone in your household:

- is elderly or frail;
- is disabled;
- has a long-term illness or medical condition;
- has a mental health condition;
- has young children in the home;
- is recovering from hospital treatment or illness;
- is pregnant or has recently given birth;
- has difficulty reading, hearing, speaking or understanding information;
- needs information in a different format;
- has difficulty managing bills or payments;
- would be especially affected by a loss of heating, cooling or hot water;
- needs temporary support because of bereavement, unemployment, relationship breakdown or another life event.
- has any other circumstances where they may need extra support.

Support can be temporary or long-term. You can update your details at any time.

What support may be available?

Depending on your circumstances, support may include:

- information in a format that is easier for you to use;
- clearer explanations of bills, charges or letters;
- help understanding your bill or arranging payments;
- communication through a nominated person, such as a family member, carer or support worker, where authorised;
- help with meter reading arrangements where you cannot safely or reasonably read your meter;
- priority communication during planned or unplanned outages;
- extra support during emergencies or prolonged interruptions;
- extra checks before debt recovery, supply restriction or disconnection action;
- signposting to free independent advice and support.

How your information will be used

If you tell us that you need extra support, we may record the minimum information needed to understand and provide that support, such as your contact details, preferred communication method, support needs, nominated contact details where authorised, and any relevant emergency or welfare contact.

Your information will be handled confidentially and in line with data protection law. We will only share relevant information where necessary and lawful, for example with the Heat Supplier, Operator, or appointed contractor, where this is needed to support you during an outage, emergency, access visit or account issue.

You can ask us to update or remove your Priority Services Register information at any time. If we need to keep limited information for legal, safety, complaint, audit or regulatory reasons, we will only keep what is necessary.

We may ask you from time to time whether your support needs or contact preferences have changed, so that the information we hold remains accurate and up to date.

How to ask for support

You do not usually need to provide medical or financial evidence to ask for support or to join the Priority Services Register. We may only ask for evidence where there is a specific, reasonable and proportionate reason.

Ginger Energy administers this support on behalf of the Heat Supplier and operator.

To ask for support or to join the Priority Services Register, please contact Ginger Energy:

Telephone: 0345 307 3433

Email: billingteam@gingerenergy.co.uk

If you would like someone to speak to us on your behalf, please let us know.