

# SURREY PREPARED

Work together to plan, prepare  
and help to prevent emergencies

## Sign up to a Priority Services Register Extra support when you need it most

From keeping water running for drinking and washing hands, to charging medical equipment or staying warm, it's vital to keep utilities going in the event of a problem with your gas, electricity or water supply.

If you or someone you know is vulnerable, requires additional assistance or has additional communication needs then you can sign up to the free Priority Services Register for each of your utility providers.

Other benefits include advance notice of planned power cuts or interruptions to water supply, help accessing prepayment meters, receiving bills in an alternative format and more.

To qualify you must be:

- of pensionable age
- disabled or chronically sick
- have a long-term medical condition
- have a hearing or visual impairment or additional communication needs
- be in a vulnerable situation
- have children under five years old

You will need to register separately for each utility. More information can be found on your bills.



## Intro:

As well as help in an emergency, being on the Priority Services Register for utility providers can have other benefits, including advance notice of planned power cuts or interruptions to water supply, help with accessing prepayment meters, receiving bills in an alternative format and more. These will only be received if someone has registered their details.

Please help spread the word and encourage those who may be eligible to sign up with each of their utility providers.

### Messages:

Did you know that by signing up to your utility companies free Priority Service Register you can get extra assistance in a water shortage or power cut? Find out if you're eligible here <https://bit.ly/PSRaware> #SurreyPrepared

Do you have older parents living alone? Help them keep their water or power going during a water shortage or an outage. Sign them up to their utility companies' Priority Service Register <https://bit.ly/PSRaware> #SurreyPrepared

Don't run out of water during a shortage. Find out if you're eligible for your water company's free Priority Services Register so you can receive extra help when you need it most. More information here: <https://bit.ly/PSRaware> #SurreyPrepared

If you have medical equipment at home, keep it running without worrying by signing up your power company's Priority Services Register today: <https://bit.ly/PSRaware> #SurreyPrepared

Why should you sign up to your utility companies Priority Service Register? "@ThamesWater delivered water bottles ahead of my loss of supply before I knew there was a problem. The Thames Water Representative even brought the water in and put it on the kitchen side for me in recognition of my mobility issue" <https://bit.ly/PSRaware> #SurreyPrepared



This video produced collaboratively by utilities companies explains how Priority Services Registers work in more detail:

<https://www.youtube.com/watch?v=eya-FlgGi3k>