

Utility failure

Eligibility for the priority service register and who to contact.

Power cut? Call 105

It's free of charge and will put you through to your local network operator who can give you help and advice, whoever your provider is.

What is the priority service?

You can't always predict when an emergency situation may cause disruption to your utility provision. If you register for the free priority service register with your local supplier, they will do their utmost to prevent your supply from going off.

If you are cut off, they will make sure your service returns as a matter of urgency, providing additional support if necessary in the meantime.

Depending on your provider, extra assistance may include:

- hot drinks and food
- charging points
- generators
- delivery of bottled water to your home
- temporary heating and cooking appliances.

Are you eligible?

If you are over 65, are disabled or have a child under the age of 5, then you may benefit from joining the utility priority service register.

If you rely on one or more of the following, you will also be eligible to join:

- home dialysis machine
- oxygen concentrator
- artificial ventilator
- stair lift
- adjustable bed.

If you are eligible and would like to register for the priority service, contact your provider(s) using the following contact details.

Electricity companies

If you are unsure which company supplies your power, check your last bill.

Scottish and Southern Electricity Networks

Careline and priority services register:

- [Register online](#)
- Call: 0800 622 838
- Textline: 0800 622 839

UK Power Network (OX9 and OX18)

Priority services register:

- [Register online](#)
- Call: 0800 169 9970

Western Power Distribution (OX15, OX16, OX17)

Priority services register

- [Register online](#)

Water Companies

Thames Water

Special assistance register

- [Register online](#)
- Call: 0800 009 3652

Anglian Water

WaterCare Services

- [Register online](#)
- Call: 0800 232 1951

Gas companies

Scotia Gas Network (SGN)

- [Register online](#)
- Call: 0800 975 1818

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