

# Axis for Business - Priority Services Register for Domestic Energy Customers

## **What is the Priority Service Register?**

Our Priority Services Register (PSR) offers extra free services to people who are:

- Of pensionable age
- Are registered as disabled
- Have a hearing or visual impairment
- Have long term ill-health

## **How to sign up to the Priority Service Register**

For more information or to register for any of the available services please call our Customer Service Team on 01482 388 400 or send us an email to [info@axisforbusiness.co.uk](mailto:info@axisforbusiness.co.uk), please make sure that you include your customer account number in your request. Anyone (with your permission) can ask for your name to be included on our PSR.

## **Services available to Axis customers**

- If you have problems with your eyesight we can provide your bill or any correspondence in an alternative format such as Braille, large type or audio tape.
- Free Energy Monitor – if you have difficulty in reading your meter and there is no-one in your household who can read the meter for you we may be able to provide you with a free energy monitor, so that you can keep a track of how much energy you are using.
- Do you depend on your electricity supply for vital medical equipment? We can make sure that your local network operator is aware that you rely on your supply and ask them to provide you with advance notice if your supply has to be interrupted for planned work. If you find that you have no supply and think you may be at risk, please contact your local hospital.
- Password scheme to protect against bogus callers. We can agree a unique password that will be used when we call you or when our representatives visit your home.
- If you need help in dealing with your bills and correspondence, we can arrange for these to be sent or copied to someone else, such as a relative, carer or friend.