



**Shell**  
**ENERGY**

# Priority Services Registration Form

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## Section 1: Help us to identify you

Please check, amend or add your personal details.

Title \_\_\_\_\_

Name \_\_\_\_\_

Shell Energy account number \_\_\_\_\_

Telephone \_\_\_\_\_

Email address \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

## Section 2: Tell us about your circumstances

To help us to provide you with priority services, please indicate any of the following circumstances which apply to you, or to someone else in your household:

Please indicate any situation which applies by placing a cross in the box.

Medical dependency upon utilities supply:

- ☐ Oxygen concentrator
- ☐ Stair lift / hoist electric bed
- ☐ Heart or lung ventilator machine
- ☐ Dialysis, feeding pump or automated medication
- ☐ Nebuliser or apnoea monitor
- ☐ Medically dependent electric showering
- ☐ Careline/telecare system
- ☐ Medicine refrigeration
- ☐ Water dependent

Potential safety risk:

- ☐ Poor sense of smell (for example, inability to detect gas leak or burning)
- ☐ Oxygen use

Restricted mobility (for example, unable to reach or read meter; unable to answer door to meter reader or engineer):

- ☐ Physical impairment
- ☐ Restricted hand movement

- ☐ Unable to answer door/restricted movement
- ☐ Chronic/serious illness

Restricted communication (for example, unable to read a standard bill, read a meter or talk over the phone):

- ☐ Blind
- ☐ Partially sighted
- ☐ Hearing difficulties
- ☐ Speech difficulties
- ☐ Unable to communicate in English

What is your preferred language? \_\_\_\_\_

Mental health:

- ☐ Developmental condition
- ☐ Dementia
- ☐ Mental health

Age:

- ☐ State pensionable age, and:
  - ☐ Live alone
  - ☐ Live only with others of state pensionable age or persons under the age of 18
  - ☐ Neither of the above

Temporary:

- ☐ Life changes (for example, pregnancy)
- ☐ Post-hospital recovery
- ☐ Young adult householder (under 18 years old)
- ☐ Householder's date of birth \_\_\_\_\_  
 Eligibility for priority services will automatically end once the householder reaches the age of 18, unless you have selected any other criteria such as disability or chronic illness.
- ☐ Children 5 years old or under  
 Date of birth for youngest child \_\_\_\_\_  
 Eligibility for priority services will automatically end once the youngest child in the household reaches the age of 6, unless you have selected any other criteria such as disability or chronic illness

### Section 3: Request eligible priority services

Here are some extra ways we can help you stay informed. Please make your request(s) by placing a cross in the box.

#### PS1: Nominee scheme

**I can be easily confused and worried by communications from my energy supplier.**

- ☐ I would like Shell Energy to send duplicate copies of my bills to the following nominated relative, carer, friend or other trusted representative who has consented to receive them on my behalf.

Please note that this person will not be named on your account and we will not be able to discuss your account with them. As the account holder, the responsibility for the energy supply, including payment of bills, remains with you.

The copies of bills will be sent to the nominee by post.

Title \_\_\_\_\_

Name \_\_\_\_\_

Telephone \_\_\_\_\_

Email address \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

#### PS2: Accessible information

**I am blind or partially sighted. I would like my bills and other communications about my energy supply to be provided in:**

- ☐ Large print
- ☐ Braille
- ☐ Spoken word (CD / tape)

Please select one box only.

### PS3: Reading meters

Here are some extra ways we can help you stay safe and secure. Please make your request(s) by placing a cross in the box.

**Neither I nor anyone else in my household is able to safely read the meter. I would like Shell Energy to:**

- ☐ Arrange for a meter operator to install a smart meter which will send my meter readings directly to Shell Energy
- ☐ Arrange for a meter reader to read my meter at appropriate intervals

Please select one box only.

### PS4: Accessing meters

**I have a prepayment meter and no-one in my household is able to safely read it or top it up.**

- ☐ I would like Shell Energy to arrange a meter operator to assess the meter location and if possible, to move it to a location I can access

### PS5: Free gas appliance safety checks

Shell Energy offers a free gas appliance safety check for eligible homeowners.

- ☐ I own the property in which I live and receive a means-tested benefit

One or more of the following also applies to me:

- ☐ Someone in my household is of pensionable age, disabled or chronically sick
- ☐ I live with one or more children aged 5 years old or under

### PS6: Identification scheme

To deliver the priority services listed here, a meter reader or engineer will need access to your property.

I would like additional assurance that they are genuine by using the following pass phrase:

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Please ensure your pass phrase

- can't be guessed by someone else
- is no longer than 10 characters
- only includes numbers and letters (for example, don't use spaces; symbols such as pound signs; or punctuation marks such as exclamation marks)

## PS7: Medical dependency on energy supply

- ☐ **I, or another member of my household, have a medical or other critical dependency upon my energy supply.**

I would like Shell Energy to inform my local distributor that I require priority service in the event of a disruption to my energy supply. Local distributors physically take electricity and gas from the national transmission networks and distribute it to your property. They offer priority services such as advance notice of planned supply disruption, priority updates during disruption and additional support during lengthy periods of disruption.

You can find more details about your local electricity and gas distributors and the priority services they offer by searching online. If Shell Energy supplies both your gas and electricity we will inform both your electricity and gas distributors.

### Please read the following before submitting or returning this form to Shell Energy.

Shell Energy works with other companies to deliver many of these priority services. In requesting a priority service, you are consenting to Shell Energy sharing your request with these other companies. These other companies will only use the information for the purpose of providing you with a priority service.

We, and these other companies, keep any information you provide strictly confidential.

You may withdraw from any priority service by logging into your Shell Energy account and amending your Priority Service.

Request form or by calling us on 0330 094 5800.

Shell Energy reserves the right to review your eligibility for priority services from time to time and withdraw any service for which you are ineligible.

The Shell Energy team will raise any services you've requested in the coming days. Should you have any questions or concerns please contact us on:

Phone: **0330 094 5800**

TextPhone: 18001 0330 094 5800

Address: Shell Energy, PO Box 6363, Coventry CV3 9LR

Email: [customer.service@shellenergy.co.uk](mailto:customer.service@shellenergy.co.uk)

Opening hours: Monday to Friday 8am to 6:30pm, Saturday 9am to 4pm.

## Declaration

- I confirm that the information I have provided in this form is true to the best of my knowledge.
- I consent to the storing, processing and sharing of my data for the purposes stated above.
- I consent to this information being shared with Shell Energy's partners where appropriate, including companies who work on their behalf; distribution networks; meter operators; other energy suppliers; and trusted charities such as the British Red Cross
- I understand that these organisations may assist during incident situations to support Shell Energy in safeguarding me and other household members.

Print name \_\_\_\_\_

Your signature \_\_\_\_\_