



Shell
ENERGY

Priority Services Registration Form

Version number: 2.1

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Section 1: Help us to identify you

Please check, amend or add your personal details:

Title:

Name:

Energy account number:

Telephone:

Email address:

Address:

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 (e.g. fail to detect gas leak or burning)
- Oxygen use

Restricted mobility (e.g. meter readings unsafe, 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 (e.g. 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(s)
- Mental health

Age (please select one box only):

- State pensionable age and live alone
- State pensionable age and live only with persons who are of pensionable age or under the age of 18

Temporary:

- Life changes (e.g. 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

Please make your request(s) by placing a cross in the box

Priority Services to better inform you

PS1. Nominee scheme. I can be easily confused and worried by communications from my energy supplier.

- I would like Shell Energy to send 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: _____

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 (please select one box only):

- Large print
- Braille
- Spoken word (CD/Tape)

Priority Services for your safety and security

PS3. Neither I nor anyone else in my household is able to safely read the meter. I would like Shell Energy to (please select one box only):

- 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

PS4. 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 more accessible location

PS5. I own the property in which I live and I receive means-tested benefit (eg Housing Benefit or Council Tax support) and one or more of the following applies to me:

- Everyone in my household are of pensionable age, disabled or chronically sick
- I live with one or more children aged 5 years old or under.

- I would like Shell Energy to arrange a free annual gas appliance safety check

PS6. Identification scheme. To deliver the above priority services 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:

Please ensure your pass phrase can't be guessed by someone else, is no longer than 10 characters and only includes numbers and letters (e.g. don't use spaces, punctuation marks, pound signs, exclamation marks, etc).

PS7. 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 supply 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 work 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 contacting us at 0330 094 5800.

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

By signing this form, **I consent** to the storing, processing and sharing of my data for the purposes stated above.

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

Opening hours are 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 and that, where appropriate, I consent to this information being shared with our partners, including those who work on behalf of Shell Energy, the Distribution Networks, meter operators, other energy suppliers, and trusted charities such as the British Red Cross who may assist during incident situations to support us in safeguarding you and other household members.

Print Name:

Your signature:
