

# Winterwatch



**Reading**  
Borough Council  
Working better with you



## If your benefits stop and you need help with energy costs

### Contact your supplier\*

<b>British Gas</b>	0333 202 9802	<b>SSE</b>	0345 026 2658
<b>N Power</b>	0800 073 3000	<b>EDF</b>	0333 200 5100
<b>Scottish Power</b>	0800 027 0072	<b>Eon</b>	0345 303 3040
<b>Utility warehouse</b>	0333 777 0777	<b>Utilita</b>	0345 207 2000
<b>Shell Energy</b> (formerly First Utility)	0330 094 5800	<b>Bulb</b>	0300 303 0635

Your supplier can arrange emergency credit - but you will need to pay this back.

*\*If your supplier isn't listed call Winterwatch on 0118 937 3747*

### 1) Explain your situation

You will need to tell them what's happening and give a rough date for when your benefits will be reinstated

- Give them your meter reading (your supplier will ask you to scroll through the screen (use the red button A))

### 2) Estimating your energy use

Your energy company will:

- Ask you to read your meter(s) - use button (A) to scroll through the screen for the information they need
- They will work out how much you spend on energy per day and add this amount to you meter
- Give you a code to take to your local Pay point

### 3) Register your key

Wait at least one hour – then take your key and code to your local Paypoint – they will credit your key with the loan.

## 4) The Priority Services Register (PSR)

---

The Priority Services Register (PSR) this is a free service that your energy supplier offers to ensure the correct support is given to its most vulnerable customers.

Registered customers are given priority when reconnecting supply after during supply outage and are offered other means of non-financial support including free gas safety checks, free quarterly meter readings and energy advice.

You are eligible to join the register if you:

- Are of pensionable age (over 65)
- Are disabled or chronically sick
- Have a long-term medical condition
- Have a hearing or visual impairment or additional communication needs
- Are in a vulnerable situation.

Winter watch (0118 937 3747) can also contact your energy supplier and be listed as a 3<sup>rd</sup> party to discuss energy matters on your behalf.

### Call charges information

---

0800 and 0808 numbers are free from landlines and mobile phones. 01, 02 and 03 numbers are charged at standard rates (typically 9p per minute from a landline and 3p-45p from a mobile)

### Reading Borough Council – Debt advice

---

For Reading Borough Council tenants the Debt advice team offer advice on ways to:

- increase your income
- reduce your outgoings
- options to help you manage your debts. If you are at risk of imminent homelessness (referred by Housing Advice Team)
- Universal Credit claimants who require Personal Budgeting Support effected by the Benefit Cap

They are available on 0118 937 2197 or by [email - debt.advice@reading.gov.uk](mailto:debt.advice@reading.gov.uk).