

POWER UP

SMART

**WESTERN POWER
DISTRIBUTION**
Serving the Midlands, South West and Wales

**citizens
advice** Derbyshire
Districts

Priority Services Register

Western Power Distribution is the company responsible for electricity distribution in the Midlands, South West and Wales. If you live in one of these areas then your electricity will be transported to your home by their network. Please note that they are not the same as your supplier (e.g. British Gas or EDF) who you choose to have a contract with for your gas and electricity supply.

If you rely on electricity for medical equipment or if you are elderly, very ill or disabled you can join the free Western Power Distribution Priority Services Register.

If you join the register Western Power Distribution can:

- Give you a direct number to call in the event of a power cut so you can get straight through to them
- Agree a password with you before a visit, so you feel safe
- Provide special help, if needed, through the British Red Cross
- Provide referrals to advice services such as Power Up Smart
- Inform you about planned interruptions to your electricity supply
- Keep you as informed as possible in the event of an unplanned power cut
- Share information with your energy supplier so that they are aware of any additional support needs you have

You can sign up for free by calling: 0800 096 3080 or online at:
www.westernpower.co.uk/customers-and-community/priority-services/priority-services-register

Citizens Advice Derbyshire Districts is an operating name of Derbyshire Districts Citizens Advice Bureau Limited. Authorised and regulated by the Financial Conduct Authority FRN 617583. We have a complaints handling procedure. You can request a copy of the complaints leaflet to be either posted or emailed to you. Company limited by guarantee. Registered in England & Wales number: 4429840. Registered charity number: 1094369. Registered office: 26 Spring Gardens, Buxton, Derbyshire SK17 6DE

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Working with you to save energy and money

A partnership project between Western Power Distribution and Citizens Advice Derbyshire Districts to ensure that vulnerable people receive impartial advice on energy, money, benefits and health.

Power Up Smart is a partnership programme funded by the distribution network operators Western Power Distribution as part of their social obligations programme to allow Citizens Advice Derbyshire Districts to provide **free, impartial and independent advice** to vulnerable people on their priority services register on a range of issues including energy, money, benefits and health and wellbeing.

Energy

We are able to provide you with advice and assistance to fully understand your energy usage and bills as well as how to make major savings through:

- Understanding and getting the most out of a smart meter
- Warm Home Discount applications
- Switching tariff/supplier
- Energy Efficiency measures you can take
- Heating technology and boiler replacements
- Tips on how to change your behaviour to save money on your energy bills
- Reducing your water bill



Health and Wellbeing

The Power Up Smart project is committed to improving the health and maintaining the wellbeing of vulnerable people. We can advise you on:

- Adaptations and aids in the home
- Blue Badge permits
- Befriending services
- Access to care services
- Access to foodbanks and other local services
- Housing issues: including damp or mould
- Access to free or reduced prescriptions/dental costs



Money and Benefits

Our advice is not just limited to health and energy, we can also advise on how to maximise your income through:

- Eligibility to non-means tested disability benefits such as Attendance Allowance and Personal Independence Payments
- Council Tax Reduction
- Help with housing costs
- Access to grants and charity schemes
- Access to free specialist support for debt or money worries
- Benefit checks to ensure you are claiming everything you are entitled to