


WHO ARE HARLAXTON ENERGY NETWORKS LIMITED?

We own and maintain electricity cables nationally, ensuring homes and businesses have a supply of electricity. We deliver your electricity locally, regardless of which energy Supplier you pay your bill to. You will notice on any of your Supplier bills an MPAN number (a 13 digit number), if this number begins with the prefix '29' you are a customer connected to our distribution network.



POWER CUTS

Power cuts are rare these days. However, if you do experience one, these contact details could prove useful.

 Please keep this information in a safe and accessible place, call:

- 0844 800 1813 office hours 8:30am-5:00pm for power cut updates and general enquiries
- 0800 055 6288 out of hours, 24hour manned line for updates on power cuts and emergencies
- Call 105 if you are unsure of your electricity network operator



SMART METERS

Your electricity supplier can arrange to have a free smart meter fitted in your home. The many benefits include:

- Making it easier to track what you spend
- Easy to understand usage
- Making it easier for you to change Supplier
- There's no need to take manual readings - very useful for hard to reach meters




WAYS TO REGISTER

 0844 800 1813 in office hours (8:30am-5:00pm)

 info@harlaxtonenergynetworks.com

 Harlaxton Energy Networks Ltd

 [harlaxton_energy_networks_ltd](https://www.instagram.com/harlaxton_energy_networks_ltd)

Please keep your energy supplier up to date with your contact details so they are correct should we need to get in touch.

 @HarlaxtonEnergy

 Harlaxton Energy Networks Limited



Priority Services Register

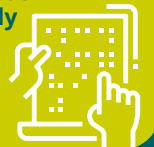
THE BENEFITS OF BEING ON THE PRIORITY SERVICES REGISTER

- It ensures you get the extra support you need in the event of a power cut
- It is free to join
- All energy companies and suppliers have signed up to the Priority Services Register Promise - an agreement to work together to support vulnerable people. We are proud to be part of this service.



WHAT WE CAN OFFER?

- 24hr emergency phone support line
- Text, voice message alerts and a dedicated team to keep you updated during a power cut
- Tailored support if required such as home visits and advice
- For your peace of mind we can contact someone on your behalf if you prefer you can give a password so you know you can trust the person at the door
- Keep you up-to-date on any planned interruptions to your power supply
- The Priority Services Register is a commitment that we'll protect your data whilst keeping you safe
- Communication in alternative formats e.g. braille, larger print, alternative languages



WHO CAN RECEIVE THIS EXTRA SUPPORT?

Power cuts can be worrying especially for families with young children or with members who rely on electricity for a variety of reasons such as medical conditions or mobility issues.

Our Priority Services team provide families with the extra support and reassurance they need during power cuts.

You can join our register if you, or someone in your household:



- Have reached your state pension age
- Are disabled or have a long-term medical condition
- Are recovering from injury
- Have a hearing or sight condition



- Are pregnant or have young children
- Have extra communication needs (such as if you don't speak or read English well)



- Need to use medical Equipment that requires a power supply
- Have poor or no sense of smell
- Have a mental health condition
- Would struggle to answer the door or get help in an emergency



For further details and guidance please visit: www.ofgem.gov.uk

To view our full Statement of Services visit: www.harlaxtonenergynetworks.com navigate to the downloads section and view the document titled "Safety and Security of Supply Statement" and "Priority Service Guidance Document", also located on our website

WWW.HARLAXTONENERGYNETWORKS.COM