Now that I'm on a Priority Services Register I get extra help sorting out my energy needs.

Are you

- a pensioner?
- a disabled person?
- hearing or visually impaired?

Or do you have

- a chronic illness or long term medical condition?

Then you may be entitled to sign up to the Priority Services Registers of your energy supplier and network operator, the organisations that maintain the electricity lines and water supply to our homes.

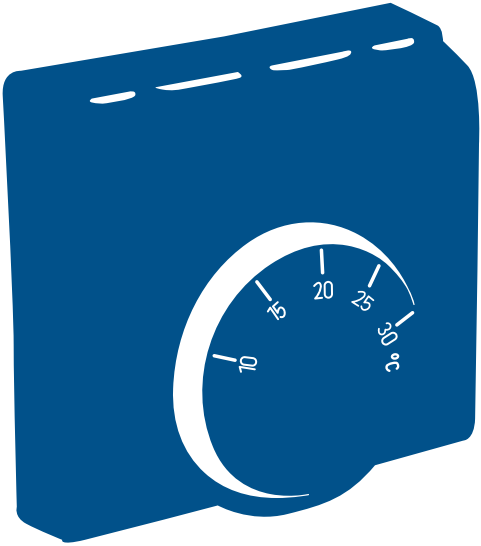
citizens advice

All energy suppliers and network operators hold lists called Priority Services Registers.

If you're on these lists you're given extra help with things like using your meter. You're also given priority in case of an emergency, like a power cut. If you're disabled, have a chronic illness or above a certain age, you may be eligible to be on a Priority Services Register.

You may be entitled to:

- Advance notice if your energy supply is going to be interrupted.
- Priority reconnection if your supply is interrupted (such as during a power cut).
- Alternative facilities for cooking



and heating if your supply is interrupted.

- Extra help to use your meter or appliances.
- Annual gas safety checks.
- Free advice on being more energy-efficient.
- Protection from cold callers with a password protection scheme to keep you safe.
- Having your meter moved free of charge if it's hard for you to use or read the meter.
- Regular meter readings if you can't read your meter.
- Bills sent to a relative, carer or friend to help you check them.
- Your bills and meter readings in braille, large print, audio tape, textphone or typetalk if you're visually impaired.
- Help during an emergency such as a power cut.

If you think you are eligible, ask your adviser on how to sign up or call your energy supplier who will be able to sign you up.

Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment. We're here for everyone.

For more information contact the Citizens Advice consumer service.

Telephone: 03454 04 05 06
Textphone: 18001 03454 04 05 06
Monday to Friday, 9am to 5pm

citizensadvice.org.uk

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Cyngor cyfrinachol, am ddim. Pwy bynnag ydych chi.

Rydyn ni'n helpu pobl i oresgyn eu problemau ac yn ymgyrchu ar faterion pwysig pan fydd angen i'w lleisiau gael eu clywed.

Rydyn ni'n gwerthfawrogi amrywiaeth, yn hyrwyddo cydraddoldeb ac yn herio gwahaniaethu a harasio. Rydyn ni yma i bawb.

I gael rhagor o wybodaeth cysylltwch â gwasanaeth defnyddwyr Cyngor ar Bopeth.

Ffôn: 03454 04 05 05
Ffôn testun: 18001 03454 04 05 05
Dydd Llun i ddydd Gwener, 9am - 5pm

citizensadvice.org.uk

Cyhoeddwyd ym mis Mawrth 2016

Mae Cyngor ar Bopeth yn enw gweithredu ar Gymdeithas Genedlaethol Cyngor ar Bopeth. Rhif elusen gofrestredig 279057.

- Cyfleusterau eraill ar gyfer coginio a chynhesu os bydd tarfu ar eich cyflenwad.
- Help ychwanegol i ddefnyddio eich mesurydd neu eich cyfarpar.
- Archwiliadau diogelwch nwy blynyddol.
- Cyngor am ddim ar fod yn fwy ynni-effeithlon.
- Gwarchodaeth rhag galwadau ffôn nad ydych eu heisiau gyda chynllun gwarchod drwy gyfrinair i'ch cadw'n ddiogel.
- Cael tynnu eich mesurydd am ddim os yw'n anodd i chi ddefnyddio neu ddarllen y mesurydd.
- Darllen y mesurydd yn rheolaidd os nad ydych yn gallu darllen eich mesurydd.
- Anfon biliau at berthynas, gofalwr neu ffrind i'ch helpu i'w gwirio.
- Eich biliau a darlleniadau eich mesurydd mewn braille neu brint mawr, neu ar dâp sain, ffôn testun neu deipio siarad, os oes gennych chi nam ar y golwg.
- Help mewn argyfwng, fel pan fydd toriad trydan.

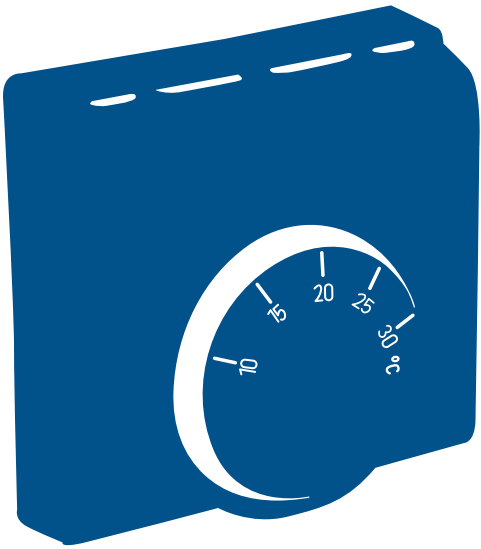
Os ydych chi'n meddwl eich bod yn gymwys, gofynnwch i'ch cynghorydd sut gallwch chi gofrestru neu ffoniwch eich cyflenwr ynni, a fydd yn gallu eich cofrestru chi.

Mae gan bob cyflenwr ynni a chwmni rhwydwaith (fel y rhai sy'n cynnal a chadw'r grid trydan) restri o'r enw Cofrestri Gwasanaethau Blaenoriaeth.

Os ydych chi ar y rhestri hyn, rydych chi'n cael help ychwanegol gyda phethau fel defnyddio eich mesurydd. Hefyd rydych chi'n cael blaenoriaeth mewn achos o argyfwng, fel colli trydan. Os ydych chi'n anabl, os oes gennych chi salwch cronig neu os ydych chi'n hŷn nag oedran penodol, efallai y byddwch chi'n gymwys i fod ar Gofrestr Gwasanaethau Blaenoriaeth.

Efallai y bydd gennych hawl i'r canlynol:

- Rhybudd ymlaen llaw os bydd tarfu ar eich cyflenwad trydan.
- Blaenoriaeth i gael eich ailgysylltu os bydd tarfu ar eich cyflenwad (fel yn ystod toriad trydan)



Nawr fy mod i ar Gofrestr Gwasanaethau Blaenoriaeth rydw i'n cael help ychwanegol gyda rhoi trefn ar fy anghenion ynni.

Ydych chi'n

- pensiynwr?
- person anabl?
- trwm eich clyw neu â nam ar y golwg?

Neu oes gennych chi

- Salwch cronig neu gyflwr meddygol tymor hir?

Efallai eich bod yn gymwys i gofrestru gyda'r Cofrestri Gwasanaethau Blaenoriaeth sydd gan eich cyflenwr ynni a chwmnïau rhwydwaith fel y rhai sy'n cynnal a chadw'r grid trydan.

cyngor ar bopeth