



**HEALTHY
HOUSING
Service**

Contact Us

Tel: 0115 985 3009

Web: www.healthy-housing-service.com

We are a Western Power Distribution Priority Service Register Referrer

Who can be added?

- **People over the age of 60**
- **Disabled people who have sight or hearing problems, restricted movement or learning difficulties**
- **People who are chronically sick**

What are the benefits?

- Clients receive advance notice of planned interruptions to electricity.
- Clients are allowed to call a special telephone number to reach WPD in the event of a power cut.

Single Emergency National No: 105 (FREE)
Existing emergency No: 0800 6783 105

- If the client relies on oxygen for a medical reason, WPD will work with oxygen providers to get oxygen to the household during longer power cuts.
- All medically reliant clients will be contacted by WPD within 3 hours of an unplanned power cut between the hours of 9am and 8pm.
- WPD can agree a pre-arranged password to ensure any visitors are legitimate WPD employees.
- WPD work with the British Red Cross to provide assistance for older, disabled or other vulnerable clients who do not have access to hot food or drinks during the power cut.

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