

**Adult Care Services**  
Executive Director:  
Chris Badger



**Adult Care Services**  
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**Date:** 28 February 2023

**Re: Energy and water outages – things you can do**

We are writing to you as our records show you have previously had contact with adult social care; my apologies if there has been any change of circumstance of which I am unaware.

In this time of uncertainty about available energy we want to help you feel confident that in the event of a power cut or other energy emergency, you'll be supported as much as possible.

Everyone has energy network operator and water supplier who manages and maintains the wires, pipes and other infrastructure which delivers electricity, gas and water to your home. They all have a Priority Services Register to identify who may need extra help if supplies are interrupted.

We'd encourage you to sign-up to your operators registers. It's a free service to help elderly and disabled people.

You can sign-up by contacting your local operators. Find out who your energy operator is at: [www.energynetworks.org](http://www.energynetworks.org) and who your water supplier is at: [www.water.org.uk/advice-for-customers/find-your-supplier](http://www.water.org.uk/advice-for-customers/find-your-supplier)

If you do have a power cut, you can **phone 105** for free to report it or get information about cuts in your area. More information is at [www.powercut105.com](http://www.powercut105.com)

We've also got some hints and tips for preparing for emergencies at [www.hertfordshire.gov.uk/readyforanything](http://www.hertfordshire.gov.uk/readyforanything)

Yours sincerely,

A handwritten signature in black ink, appearing to read "Chris Badger".

**Chris Badger**  
Executive Director, Adult Care Services