

Priority Services are free and offered by all utilities all year round as part of their social obligation towards their customers who may find themselves in vulnerable circumstances.

Here is a list of priority services contact details for all utilities within the Thames Water area.

Electricity:

A. To report a power cut call 105 from anywhere in the UK.

B. Priority Services – these are offered by 4 Power IDNOs within the area of supply covered by Thames Water. They own and operate parts of the electricity network within the Thames Water area:

- **SSEN:** the Thames Valley - Oxfordshire, Berkshire, Slough, West London, West Berkshire

0800 294 3259

<https://www.ssen.co.uk/PriorityServices/>

- **UK Power Networks:** London, Dartford and Kent

<https://www.ukpowernetworks.co.uk/power-cut/priority-services-register>

0800 3163105

- **Wester Power Distribution:** Gloucestershire

<https://www.westernpower.co.uk/customers-and-community/priority-services>

0800 096 3080

- **Leep Utilities (Leep Electricity Networks)** – small parts of Oxfordshire

<https://www.leeputilities.co.uk/priority-service-register>

0345 122 6786

LENL@leeputilities.co.uk

GAS

British Gas

0800 072 8625

<https://www.britishgas.co.uk/priority-service-register>

WATER

Thames Water:

Areas covered: Oxfordshire, London, West Berkshire, Berkshire, parts of outer London, part of Gloucestershire, part of Buckinghamshire.

0800 0093652 option 3

Thameswater.co.uk/extrasupport

Registration form: thames-psr.org;

email: ecs@thameswater.co.uk