

Help and support for home oxygen service users

We know that the cost of energy is increasing and want to reassure you that the rate at which electricity refunds are paid by the NHS have increased, from 1 October 2022 to 0.34ppkwh to cover the additional costs of running your concentrator. It is very important to continue to use your concentrator, as advised by your Health Care Professional.

If you have a static or transportable concentrator, you should contact your electricity provider to explain that you are a patient on home oxygen and require electricity for your medical equipment to operate. Your electricity provider may be able to place you on a Priority Services Register and offer additional help and support.

This is the link for Western Power Priority Services Register who look after the safe delivery of electricity through the electricity network in South Wales and the South-West. [National Grid - Priority services](#)

Or further advice from Ofgem:

[Get help from your supplier - Priority Services Register | Ofgem](#)

Or further advice from Air Liquide:

<https://uk.healthcare.airliquide.com/priority-services-register-oxygen>

Further support links are found below:

Staying Warm:

Torbay Council:

<https://www.torbay.gov.uk/health-and-wellbeing/independent-living/staying-in-your-own-home/keeping-warm/>

Plymouth city council:

<https://new.plymouth.gov.uk/winter-warmth>

Devon County Council:

<https://www.devon.gov.uk/care-and-health/adults/health-and-wellbeing/staying-well-in-winter/>

Advice for members of the public:

[How to stay well in winter - NHS \(www.nhs.uk\)](https://www.nhs.uk/health-and-wellbeing/independent-living/staying-well-in-winter/)

Saving energy/energy efficiency:

<https://www.heatdevon.co.uk/>

<https://new.plymouth.gov.uk/home-energy-efficiency>

<https://www.torbay.gov.uk/housing/energy-efficiency/>

<https://www.gov.uk/improve-energy-efficiency>