**Priority cases (Consumer is off supply or at imminent risk of being off supply)**

These cases are typically mid call transferred to the Extra Help Unit, and will require the Caseworker to contact the supplier immediately. If the consumer is off supply our aim will be to have the consumer supply restored the same day. This is why it is so important that we can always speak to the designated supplier contacts during working hours.

Companies are expected to acknowledge the urgency of any case during the initial telephone call from the EHU. It is expected that the representative / agent will explain what action will be taken, with an agreement made as to when an update will be provided. We will require regular updates until we know the consumers supply has been restored.

In the majority of cases, a Priority Form will be sent to the supplier the same day, and companies are expected to complete this and return it to us within ten working days. The case will only be closed once the completed form is received and we are happy with the response provided.