

The Priority Services Register

The Priority Services Register, often referred to as the PSR, is an industry standard for recording the details of customers who may benefit from additional support. Energy suppliers share their Register with energy *Networks* so that in the event of any work on the supply system these customers can be considered, and additional steps taken should they require protection (e.g. the provision of alternative heating).

We are required under our Supply *Licence* to:

- promote the Priority Services Register
- explain the benefits of being added to the Register
- take steps to identify when a customer might benefit from additional services
- offer to add those customers to the Register.

Who can sign up to the Priority Services Register? You can receive the services available if you:

- are of pensionable age
- are disabled or chronically sick
- have a long-term medical condition
- have a hearing or visual impairment or additional communication needs
- are in a vulnerable situation.

Customers added to the Register are entitled to *Priority Services*; these are defined in the *Licence* under which we operate. The Priority Services are:

- additional support to assist the customer in communicating with their energy supplier
- advance notice of planned power cuts
- communicate with a person nominated by the customer or an otherwise legally entitled individual
- priority support in an emergency – this could involve your local network operator providing alternative heating and cooking facilities in the event of supply interruption
- regular pedestrian meter readings.

- ensure customers prepayment meters are safe and easy for the customer to use
- provide communication that the customer can easily understand
- provide any other services which we reasonably can support in aid of protecting the customer.
 - Identification scheme. This is to reassure you that callers, for example meter readers, are genuine. Suppliers have to provide additional support to help you identify someone acting on behalf of their company, such as arranging a password or showing an agreed picture card upon visit.
 - Password protection. Network operators must offer to agree a password with you (or your representative) that can be used by any representative of the company to enable you to identify them

Additional Information

<http://www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/extra-help-energy-services/priority-services-register-people-need>

<https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/getting-extra-support-from-your-energy-supplier/>