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# Priority Services Register

## Frequently Asked Questions

### What is the PSR?

The Priority Services Register (PSR) is a free service offered throughout the energy industry available to domestic customers across England, Wales and Scotland.

Energy suppliers and network operators with customer's consent keep and share PSR information securely across the energy industry to ensure that those registered can receive additional services tailored to support their equal access into the industry, especially in relation to communication, access and safety needs.

### What is the benefit of being registered upon the PSR?

There are many benefits to being registered on the PSR some of which are:

- Keeping you safe; staff wear photograph identification badges and you can also agree a password, so we can look after your personal safety and home security.
- Nominating someone to deal with your bills or help in a power cut, on your behalf.
- Having accessible services offering you information in other formats like large print, audio CD, braille or in your chosen language.
- Advance notice of planned power cuts so you can prepare or let them know in advance that you may need help on the day.
- Provision of alternative heating and cooking services in the event of a gas outage.
- Priority support in the event of a power cut. Network operators aim to provide welfare in the form of meals, drinks, warmth and charging points as well as receiving priority updates.

In the event of a major power/gas outage both electricity and gas networks work closely with third party agencies to help provide extra support including local Authority, emergency services and British Red Cross to name a few.

### How can I register upon the PSR?

All you need to do is contact your supplier(s) or network operator directly by phone or you can visit your network provider's webpage and complete an on-line registration form.

You only need to register once as you will be asked for your consent to allow the energy industry to keep and share this PSR information across all companies who are involved in delivering energy to your home.

Should you wish to establish who your Distribution Network Operator is please visit the ENA website<sup>1</sup>.

You may also find that many industry partners and charities can assist you to register; whether this is through gas network distributors or Citizen's Advice.

Once registered we will ask you to keep us up-to-date with any changes in your circumstances but also will contact you every now and again, to ensure that we have accurate information allowing us to tailor our services appropriately.

You can at any time ask to be removed from the register and if you are not certain if you are already registered then contact either your network operator or supplier(s) and ask to speak to their PSR Teams who will be able to confirm and help you update any records should they need it.

If you want to register on behalf of someone else, please contact our teams to discuss – usually a simple phone call, handing the phone over to your loved one to confirm verbally that they consent to their PSR information being kept and shared in this way will mean that you can get them registered quickly. Alternatively many online forms allow for registration of a loved one.

### Who will have access to my PSR data?

With your consent, your PSR data will be kept and shared between those companies who are responsible for delivering and supplying electricity and gas to your property/home. This includes the networks who transport the energy, suppliers who you pay your bills to and meter operators who are responsible for connecting you to the networks.

Your details will never be used for marketing purposes meaning that you will not receive unsolicited phone calls as a result of registering and your PSR data will not be shared for purposes beyond that of the services offered through the PSR.

There may be times whereby we would share your PSR data with trusted partners but this would only be

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<sup>1</sup> <http://www.energynetworks.org/info/faqs/who-is-my-network-operator.html>

in the instance of an electricity or gas outage or if we are working to assist in a severe weather incident. Any sharing of data will be done so in accordance to UK privacy laws and the data protection act.

## **What are the eligibility criteria to register onto the PSR?**

The PSR is designed to allow the energy industry to tailor their services to provide equal access to services when it comes to safety, access and communication needs.

This means that should you or someone in your household need some extra or specialised assistance during daily interactions or in the unlikely event that your power/gas is interrupted then you should consider whether you might benefit from registering.

This could include services such as bills being printed in a larger font, through to registering an alternative contact.

Maybe you have young/elderly dependants or someone in your home is recovering after being discharged from hospital and maybe using electrically dependant equipment.

If you have any queries or would rather speak to someone first to check whether you/your household would qualify, both your network operator and supplier(s) have teams who will be very happy to answer any queries – you can either call the main company number (as displayed upon your bill/correspondence) and ask to be put through to the PSR Team or alternatively details of a direct line number should be available upon their websites.

## **Can I nominate someone for you to speak to/contact?**

Yes you can nominate someone to speak to your supplier or network operator on your behalf. Just let us know that this is a requirement and we can set this up.

Should you wish for someone to act on your behalf when it comes to bill management you should do this via your supplier. Your supplier will register the details of your nominated contact so they know who to speak to when needing to discuss your account or supply.

## **I'm already registered with my electricity supplier. Do I need to register again?**

If you are a dual fuel customer – meaning that you have one company providing both your electricity and gas, then you only need to register once. This is the same if you do not have a gas supply. If you have two

separate suppliers for your electricity and gas, it is recommended that you register with both suppliers.

## **What happens in a power cut/gas outage?**

In the unlikely event that your electricity or gas supply is interrupted being registered upon the PSR allows the relevant companies to know that you are potentially in need of additional services.

These can vary based upon the scale and length of outage. Based upon the registration people who have electrically medical dependant and life threatening illnesses are likely to be prioritised in order of contact and the provision of services; however even if your registration is due to the need for a language requirement – knowing this at the time of an outage allows our teams to provide updates in the best communication method possible.

Provision of alternative heating and cooking facilities in a gas outage and priority contact during a power cut are just two potential benefits. If you have an alternative contact registered they can also receive updates on your behalf and a security password allows you to feel safe at all times in your home.

## **What should I do if my situation changes?**

As a result of a change in your circumstances you may wish to be added or removed from the Priority Services Register. You may for example, only need to be included for a limited time whilst recovering from an injury.

You can ask your energy supplier or network operator to add or remove your details at any time. If you change supplier or move house you should inform your new supplier that you need to re-register upon their system.

It is a good idea to use this opportunity to consider again whether there are any other needs that you may now have due to your situation changing.