

Priority Services Register - PSR

What it is, its services and how to apply



3.
Priority
Service
Register



What is Priority Service Register (PSR)?

- **The Priority Service Register (PSR)** is a free support service for customers in vulnerable situations. This is an industry wide register, which supports energy companies to better look after customers who have additional communication, safety or access needs.
- **The customer should be made aware** that you are registering them on the PSR and that their information will be shared between gas, electricity and water networks, suppliers and meter operators.
- **It is a license condition and a key priority for our regulator.** Cadent has a commitment to having 2 million direct conversations over a 5-year period.
- **PSR allows us to keep customers safe, warm and independent** within their home.



Who is eligible?

Customers in potentially vulnerable situations. This can include people of a pensionable age, pregnant people or with children under five. Or people with a mental or physical health condition.

Benefits of PSR

What are the benefits?



Supports a 'proactive approach'

If you know of any additional needs in advance of your interaction with the customer, you are more likely to be able to prepare and respond in their best interests



Provides alternative facilities

for cooking and heating in the event of an interruption



Priority reconnection

in the event of an interruption



Knock and Wait service

can be arranged if the customer struggles with getting to the door



FREE Gas Safety Checks

for anyone who is registered on the PSR and a homeowner – make use of this great service



Free meter moves

If a customer has difficulty accessing or reading their meter, a free meter move may be offered



Eligible customers and how to register

1. Personal *disability*

They have poor mobility, hearing, sight, smell, speech or language impairment

2. Family *situation*

They are pregnant, have children under the age of five or draw a pension

3. Mental Health *condition*

They have a mental health condition or developmental condition such as autism, or need someone to be present with them

4. Serious *illness*

They have a chronic or serious illness, or are dependent on medical equipment including oxygen

5. Life *changes*

They have temporary life changes such as post-hospital recovery or bereavement

Customers can register by:

1. **Contacting** their supplier
2. **Registering through the Cadent website** (using the QR code above)
3. **The PSR - The Priority Services Register (PSR)** is a free UK wide service which provides extra advice and support, including when there's an interruption to your electricity or gas supply - PSR

What is *consent?*

- **An 'opt out' system.** The customer needs to be made aware you are registering on their behalf
- **Information is shared across the energy industry,** but only to support in providing alternative heating/cooking and share the benefits PSR has to offer
- **Charities are only informed when emergencies arise,** and their involvement is necessary
- **Data is never used for marketing purposes** and data will not be shared if asked for, as this goes against our privacy policy

The Priority Service Register

Register today at
cadentgas.com/psr

when you need it.



Let's recap what *we have learnt...*

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Name some people who may be **eligible for PSR** ?

Pregnant, young children, disability, illness or life changes

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What happens if a customer struggles to **get to the door**?

We offer a **'knock and wait'** service if needed

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What if a customer has difficulty accessing or **reading their meter**?

A **free meter reading service** may be offered