

# Priority Services Register

All electricity and water companies have a Priority Services Register. This offers extra help to people when there is an unplanned cut in their electricity or water supply.



## What is the Priority Services Register?

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, gas or water supply.

Your energy supplier (the company that provides your electricity and gas) and your network operator (the company responsible for the pipes and wires that carry electricity and gas) will both keep a Priority Services Register.

Since 2023 electricity companies have, where possible, shared PSR information with water companies, so you can get vital help and support from them too if there's a break in your water supply.

## Why should I be on the Priority Services Register?

Help available to people on the Priority Services Register includes:

- Priority support in an emergency.
- Wherever possible, advanced notice of scheduled power cuts.



- Direct contact, so you can get straight through to a trained agent.
- An identification and password scheme if someone needs to visit or contact you, helping you feel confident they are genuine.
- The right to nominate someone to receive communications (including bills) for example a family member, carer or someone you trust
- The chance to move your prepayment meter if you can't safely get to it to top up
- Regular meter reading services
- Account info and bills in large print or Braille or any language you require
- Assistance reconnecting your gas supply, if you need it.

## Who qualifies?

You can ask to join your supplier or network operator's Priority Services Register if you:

- Have reached state pension age.
- Are pregnant, or have young children under five.
- Struggle with speaking or reading English.
- If you are recovering from an injury, or need support after a stay in hospital
- If you have been bereaved
- If you have lost your job.

You can also join if you're living with a disability or a long-term medical condition, including:

- Mental health conditions.
- Conditions affecting your sight, hearing or sense of smell.

- Conditions that mean you need to use medical equipment that requires a power supply.

If your situation isn't listed, you might still be able to sign up for priority services for other reasons.

## Things to remember

If you have a different supplier for your gas and electricity, you'll need to contact them separately.

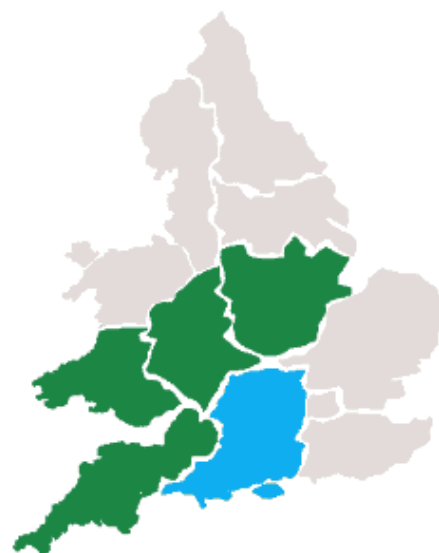
If you switch supplier, you'll need to ask to join their Priority Services Register.

## How do I sign up?

We're working with two of the UK's electricity distribution companies – National Grid and Scottish and Southern Electricity Networks – as well as Wessex Water to sign people up to their PSRs. If you live in their areas (green or blue on the map) you can sign up by going to [www.cse.org.uk/psr](http://www.cse.org.uk/psr). When you open the form, you will be redirected to [jotform.com](http://jotform.com) in a new browser window where you can fill it in.



Note that this PSR is not the same as the one kept by your energy supplier (e.g. who you pay your bills to) but we can sign you up to this as well.



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We're a charity (298740) supporting people and organisations across the UK to tackle the climate emergency and end the suffering caused by cold homes.

Our Home Energy Team offers free advice on domestic energy use to people in central southern and southwest England.

## Contact us:

PHONE 0800 082 2234

EMAIL [home.energy@cse.org.uk](mailto:home.energy@cse.org.uk)

See all our energy advice pages at  
[www.cse.org.uk/advice](http://www.cse.org.uk/advice)