



All you need to know about the Priority Services Register

The Priority Services Register (PSR) is a free service in the UK designed to provide extra support to vulnerable customers from utility companies, including energy suppliers and network operators. Here are the key features:

- **Priority Support in Emergencies:** Advanced notice of planned power cuts and priority reconnection in case of outages.
- **Communication Assistance:** Bills and account information in large print, braille, or other formats.
- **Safety Measures:** Password schemes for verifying the identity of utility company representatives. You may also be eligible for free gas safety checks. If you are in rented accommodation this is the responsibility of the landlord.
- **Nominee Scheme:** Option to nominate someone to manage your account on your behalf.

Eligibility for the Priority Services Register (PSR) in the UK

You can join the Priority Services Register if you:

- Have reached state pension age
- Are disabled or have a long-term medical condition
- Are recovering from an injury or have recently come out of hospital
- Have a hearing or sight condition
- Have a mental health condition
- Are pregnant or have children under 5
- Rely on medical equipment that requires a power supply
- Have extra communication needs (e.g., English is not your first language)
- Have experienced a recent bereavement, break-up, or job loss.

The PSR provides extra support and services, especially during power cuts or supply interruptions.

Get on the register now:

bit.ly/positiveenergyforms