

PRIORITY SERVICES REGISTER

What is the Priority Services Register?

The Priority Services Register (PSR) has been set up to give vulnerable customers extra support from your utility provider - gas/electricity suppliers and also United Utilities.

What support is available?

- Quarterly meter readings
- Caller identification - password set up so that any engineers have to give the customer's password before they can gain entry
- Large print or Braille bills
- Nominated person who can speak on your behalf, or to whom bills are sent
- Re-location of meters if they are inaccessible
- Advanced notice of interruptions to their service, and priority during a cut in services – ie providing heating, cooking facilities, electricity, or water
- Cold weather amnesty – between 1st October and 31st March your supplier will not cut you off for not being able to pay your bills

Who is eligible to be placed on the Priority Services Register?

The following are a few examples of what makes you eligible for priority services:

- You're of pensionable age
- You have a disability
- You have young children living with you
- Your well-being would suffer if you lost your energy supply
- You have a chronic illness
- You have a hearing or visual impairment
- You have a learning difficulty or a mental health issue
- You are in a situation where you are going to struggle to pay your bills

How do you apply to go on the PSR?

You can ring your provider and ask for the Priority Services department. Most suppliers also have an online form which you can complete. You will be asked some questions about your account details, and why you want to be placed on the PSR. You do not have to prove your condition by submitting evidence, and you can apply to be added to the register temporarily. It is free to be included on the PSR.

What happens next?

Your supplier will update your account and when you get in touch with them, you will automatically be directed to a dedicated team, who will have your personal details to hand. Although, the idea is that each utility provider will share your information (after you have given them your permission) with other providers, and United Utilities, it is always worth checking that, if you change your provider, you are still registered as a customer with priority needs.