

## **Priority Services Register (PSR)**

Energy Suppliers and network operators are required to keep a register of customers who, by virtue of their circumstances, might need additional information, services and support. These services are available to customers who:

- are of pensionable age
- are disabled or chronically sick
- have a long-term medical condition
- have a hearing/visual impairment or additional communication needs
- are in a vulnerable situation (including temporary circumstances where extra support is needed for a limited amount of time)

DNOs (electricity Distribution Network Operators) and GDNs (Gas Distribution Network Operators) also offer priority services to those living with a child under 5. Suppliers may also offer support to this particular group – customers should check with their own supplier(s).

Suppliers and network operators will actively seek to identify eligible customers, but ultimately a customer must ask to be on the PSR. If there are different suppliers for gas and electricity a customer must ask both, and if a customer switches supplier they must ask their new supplier.

The range of services available may include:

- password protection and caller identification
- bill nominee scheme
- advance notice of planned power cuts – customers medically reliant on electricity will be contacted by their DNO
- priority support in an emergency – DNOs/GDNs will provide alternative heating and cooking facilities, for example, in the event of an unplanned power cut
- meter reading service, where a customer is unable to do so
- moving a PPM free of charge if it is unsafe/impractical for a customer to top up credit
- accessible information, including account and billing in large print or braille

Suppliers may also provide free annual gas safety checks for PSR customers who are homeowners and:

- In receipt of a means-tested benefit and meet one of the following criteria:
- living with a child under 5
- are of pensionable age
- are disabled
- are chronically sick
- either live alone or with others who are all of pensionable age, disabled, chronically sick or under 18

You might also be able to sign up if you're in a vulnerable situation, even if it's only temporary. For example if:

- you can't understand your bill because of a mental health condition
- you can't get to the shop to top up your electricity meter because of an injury
- you've been bereaved and want a friend to deal with your bills and meter readings

Suppliers are not allowed to disconnect PSR-eligible customers during the winter months (1 October to 31 March).

See below for a list of contact numbers for each of the Big Six suppliers, as well as contact details for the Scottish DNOs/GDNs.

### Suppliers:

**British Gas**, including Scottish Gas (Home Energy Care)

Tel: **0800 072 8625**

Tel: **0800 294 8604** (Pay as you go customers)

Textphone: **18001 0800 072 8626**

Web: [www.britishgas.co.uk](http://www.britishgas.co.uk)

**ScottishPower**

Tel: **0800 027 1122 or 0800 027 0072**

Web: <https://www.scottishpower.co.uk/customer-services/support/priority-services-register/>

**EDF Energy**

Tel: **0800 269 450**

Minicom: **0800 096 2929**

Web: [www.edfenergy.com/for-home/help-support/priority-services-register](http://www.edfenergy.com/for-home/help-support/priority-services-register)

**E.ON** (Caring Energy)

Tel: **0333 202 4760 or 0345 052 0000**

Minicom: **0800 056 6560**

Web: [www.eon-uk.com/for-your-home/help-and-support/extra-help](http://www.eon-uk.com/for-your-home/help-and-support/extra-help)

**SSE**, including Scottish Hydro (Careline)

Tel: **0800 622 838**

Textphone: **0800 622 839**

Web: <https://www.sse.co.uk/help/accessibility/careline-and-priority-services-register>

**npower**

Tel: **0800 073 3000 or 0330 100 3000**

Textphone: **0800 413 016**

Web: [www.npower.com/home.help-and-support](http://www.npower.com/home.help-and-support)

**Distribution Network Operators (DNOs) – Scotland**

**Scottish & Southern Energy Networks (SSEN)**

- covers Scotland north of the central belt.

To register for the PSR, Tel: **0800 294 3259** from landlines and mobiles

Tel: **0800 316 5457** from textphone

For more information, or to register online, visit:

[www.ssen.co.uk/PriorityServices/](http://www.ssen.co.uk/PriorityServices/)

### **ScottishPower Energy Networks (SPEN)**

- covers central and southern Scotland.

To register for the PSR, Tel: **0330 10 10 167** or text **PSR** to **61999**

**To sign up for additional services Tel: 0330 10 10 154**

For more information, or to register online, visit:

[http://www.spenergynetworks.co.uk/pages/vulnerable\\_customers.asp](http://www.spenergynetworks.co.uk/pages/vulnerable_customers.asp)

### **Gas Distribution Network Operator (GDN) – Scotland**

#### **SGN**

Tel: 0800 975 1818

For more information, visit: [www.sgn.co.uk/Extra-help/](http://www.sgn.co.uk/Extra-help/)



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