

Cadent
Your Gas Network

Priority Service Register



Priority Services Register (PSR): Need to know

What is the PSR?

The PSR is an **industry wide register** which supports energy companies, like Cadent, to better look after customers who have **additional communication, access or safety needs**.

The data is securely **kept and shared** across the energy industry, including gas and electricity networks, suppliers, and meter operators. One registration with the customer's **explicit consent** to "**keep and share**" their PSR data, allows this to happen.



What are the benefits?

- ✓ **Priority reconnection**
- ✓ Alternative facilities for **heating and cooking**
- ✓ Accessible information including **large print** and help in **understanding bills**
- ✓ **Password protection scheme** to protect from cold callers and scams
- ✓ **Free meter moves** may be offered if a customer has difficulty accessing or reading the meter
- ✓ The supplier may provide **free gas safety checks and energy efficiency advice** (dependent upon supplier and customer situation).
- ✓ **Advance notice of planned power cuts.**

Customers can apply if:

- ✓ They have a **chronic or serious illness** or are **dependent on medical equipment** including oxygen.
- ✓ They have **poor mobility, sight, hearing, smell, speech or language difficulties.**
- ✓ They draw a **pension or have children aged under five** (in the case of a gas outage / power cut find themselves vulnerable).
- ✓ They have a **mental health condition, Dementia(s), developmental condition** or need **someone to be present** with them.
- ✓ They have **temporary life changes** such as post-hospital recovery or bereavement.

PSR Conversation Starters

Here are some conversation tips to help you

I can see that you have small children, do you know you can register the PSR – shall I get someone to call you?

Sorry that your mum is not well, do you know you could register on the PSR, do you want me to ask someone from Cadent to call you about it?

ALL you need to do is **HAVE** the conversation and let us know. It doesn't matter if we contact the customer discover they are not eligible, as long as you are playing your part

As you go about your daily work, you will see and hear customers that maybe struggling with moving around, hearing what people are saying to them or have small children, don't be afraid to **ASK** them if they want to know more about the PSR.

- Give them a leaflet or card
- Ask them if they want Cadent to call them

Can I help you down that step? Do you know that could register on the PSR. Do you want me to get someone from Cadent to call you?



Key points

Everyone & Anyone

- Almost 75% people living in England could be eligible for the PSR
- In the East Midlands, we estimate we have 1 million customers that should/could be registered on the PSR
- Just because someone looks young, fit and healthy doesn't mean they are not eligible
- There is an estimated 20,000 homes in Chesterfield that are eligible to be registered on the PSR but are not

Benefits

- Being registered on the PSR, means a customer will be told in advance (where possible) if their gas, water or electricity supply will be interrupted
- Their energy supplier (i.e. British Gas, EDF) could provide a free gas safety check on their appliances
- They would be given priority when restoring gas, water and electricity

Not just the customer

Anyone who lives in the house that has a chronic illness i.e. arthritis, asthma, had a stroke, heart problems not just the home owner/tenant

What you can do

- Talk to your friends, family and neighbours about PSR
- Look for signs i.e. small children/babies at the home, mobility scooter outside the house
- Listen to the customer, have they referenced that they have someone in the house that is poorly
- ASK them if they would like Cadent to call them to give them more information about PSR and how it could help them