

Priority Services Register (PSR)

What is the Priority Services Register?

To identify households which may need additional help in the case of an emergency (such as loss of supply) and to quickly and easily provide advanced warning and additional help in the case of a planned interruption in your supply, we keep a confidential register, called the Priority Services Register (PSR).

The PSR provides a range of services to help you manage your energy account if you require extra help and support. It is free, confidential and there as a helping hand for those customers that depend on their energy the most.

If, due to your personal characteristics or circumstances, you require additional assistance, you can ask to be added to our PSR at any time (we will ask you at the time we become your supplier whether you wish to be added).

We will also ensure that electricity distributors and gas transporters have up to date information on our PSR so that they can help you in the event of an interruption to your service.

Who is eligible to join the Priority Services Register?

Anyone who is vulnerable because of age, chronic illness, disability or personal circumstances. For example, you can join the Priority Services Register if you, or someone within your household:

- Has a disability.
- Has a chronic illness.
- Is of pensionable age (60+).
- Is blind or partially sighted.
- Is deaf or hard of hearing.
- Living with children under 5.
- Is bedridden.

You can also qualify for the PSR if your movement is restricted or you have difficulty walking – if you're in a wheelchair, for example. You might have a long term or serious illness, a heart condition, arthritic hands, breathing difficulties or speech problems.

You should also apply if you depend on electricity to keep any of these running in your home:

- Kidney dialysis machine.
- Heart/Lung machine.
- Ventilator.
- Nebuliser.
- Oxygen concentrator.
- Apnoea monitor.
- Bath hoist.
- Stair lift.

What services can I receive?

Once you're on the Priority Register, we'll know that you might need extra support. We can help you in any of these ways if they're appropriate to your needs:

- **Password Protection Scheme** – You can set up a password with us, that way whenever an engineer visits your home they will be required to provide this password before you let them in.
- **Nominated Person Scheme** - Nominate another person to receive your bills and other communications for you.
- **Quarterly Meter Readings** – We will arrange for a meter reading agent to visit you once every 3 months to collect your meter readings, if you are unable to read the meter and have no-one in the household who can do this for you.
- **Meter Relocation (Prepayment Meters Only)** - If you have a prepayment meter and it's difficult for anybody in your household to reach due to disability or chronic illness, we might be able to move it somewhere easier for you.
- **Alternate Communication Formats** – We currently offer communications by email, post or via your online portal. If you are having difficulty reading your bills or any other communication from us, we can arrange for an advisor to “talk” these through with you.
- **Free Annual Gas Safety Check** - To be eligible for a free annual gas safety check you must, own your own home, not have had a gas safety check within the last 12 months, have asked for a gas safety check to be carried out, be in receipt of a means-tested benefit and either:
 - live with at least one child under 5 years old; or
 - live alone and be of pensionable age, disabled or chronically sick; or
 - live with others who are all of pensionable age, disabled, chronically sick or under 5 years old.

How do I apply to join the PSR?

If you think you should be included on the Register or you want to apply on behalf of someone else*, you can:

- Give us a call on 01772 395777; or
- Send us an email to hello@pfpenergy.co.uk

Our offices are open Monday – Friday 9am-9pm.

Alternatively you can write to us:

PFP Energy Ltd
Edward VII Quay
Navigation Way
Preston
PR2 2YF

* If you are contacting us on behalf of another person you must have the legal right to disclose this information.