

Priority Services Register Guidance



Free support for those most in need with their gas, electric and water supplies.

Delivered in conjunction with



SGN





What is the Priority Services Register (PSR)?

The PSR is a free service that gives extra help if you're without your gas, electricity or water either due to an emergency or because of planned works.

Who can register for the PSR?

You could be eligible to join if:

- have children under five or are pregnant
- have long-term physical or mental health conditions
- have a disability
- are over 60
- have additional language or communication needs

How can I register for the PSR?

The PSR is completely free and confidential and it means you'll always get the help you need, particularly in an emergency. If you're not registered on your supplier's PSR, the team at SGN have joined with Home-Start UK to help families sign up. You can:

- Ask your Home-Start Coordinator to help you apply
- Fill out an online application form by visiting www.sgn.co.uk/help-and-advice/extra-help/priority-services-register
- Call the PSR helpline on 0800 912 1700