

What is the Priority Services Register?

Every gas, water and electricity supplier - the companies you pay your bills to, and your electricity distribution network - have what is called a Priority Services Register (PSR) for their customers.

There are many benefits to being registered on the PSR, some of which are:

- Keeping you safe; staff wear photograph identification badges
- Nominating someone to deal with your bills
- Offering you information in other formats like large print, audio CD, braille or provide an interpreting service
- Receiving an annual Free Gas safety Check where eligible
- Advance notice of planned power cuts
- Provision of alternative heating and cooking services
- Priority support in the event of a power cut

You can join the Priority Services Register if:

- You are over 60 years old, or have someone living with you who is
- You have a child under the age of 5 living with you
- Someone chronically ill is living at the property
- Someone is disabled, living at the property
- Someone with other specific needs is living with you

To learn more, you can go to this link:

<https://www.wvutilities.co.uk/services/priority-customers/priority-services-register/>

Or you can call Wales & West Utilities:

0800 912 2999



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