**CADENT – PRIORITY SERVICES REGISTER INFORMATION**

The Priority Services Register (PSR) is a way that we can help those who have extra communication, access or safety needs to gain equal access to the best possible service(s) at all times. We understand that it can be a stressful time when your gas supply goes off, especially if you find yourself in a vulnerable situation, and the PSR helps us ensure that you can access the care that you deserve.

[To join the Priority Services Register please complete our registration form](https://cadentgas.com/help-advice/supporting-our-customers/priority-services-register#JointhePSR)

**What is the Priority Services Register?**

The PSR is a completely free service, designed to make it easier for those who need a little extra help. Each energy supplier and electricity network operator maintain their own register, meaning that you can register with us and receive essential benefits that will make the management of your energy supply easier. These include:

* Providing you with alternative heating and cooking facilities should your gas be interrupted as part of our works.
* The use of a password facility to keep you safe on your doorstep. You can read more about how we strive to [protect you from bogus callers](https://cadentgas.com/help-advice/supporting-our-customers/checking-engineer-ids) by ensuring that out engineers follow a strict process and must allow you to check their credentials should you not be expecting their call.
* For the purposes of safety, if you are unable to reach your gas emergency control valve (ECV) due to poor mobility, we may be able to move this for you. To find out if you are eligible for this service, please call us on 0800 0745 788 to talk with one of our team members to discuss it further.
* Providing translation services should there be a need for it 24/7, 365 days of the year.

At Cadent we are constantly looking at ways to positively improve our processes to raise awareness of the PSR, the services that we offer to support customers to stay safe, warm and independent in their homes and innovations such as the [Locking Cooker Valve](https://cadentgas.com/help-advice/supporting-our-customers/locking-cooker-valves)

The PSR is an energy industry-wide register – all participating companies are signed up to the [PSR Promise](https://cadentgas.com/help-advice/supporting-our-customers/priority-services-register/priority-services-register-promise).

**How Do I Know If I’m Eligible for the Priority Services Register?**

Eligibility for the Priority Services Register is dependent on a variety  of  factors. You and others in your household can join the register if:

* someone has a chronic or serious illness
* someone is dependent on medical equipment including oxygen
* someone has poor mobility, reduced sight, hearing or sense of smell and/or speech difficulties
* someone is not able to communicate in English
* someone is of pensionable age or has living with them children under 5 years old who may benefit from additional support in the event of an interruption to their energy supply.

**Join the Priority Services Register now**

It’s easy to join the Priority Services Register, and what’s more, it is free. We’re more than happy to help you get registered, simply complete in the form below.

If you need some support completing the form or would prefer to speak to us please give us a call on 0800 389 8000 and one of our team will assist you.

Alternatively, you can also register for the PSR through your own energy supplier. Just give them a call and ask them to do it.

If you’re registering for someone else, you’ll need to contact their supplier and explain your situation. They might want to speak to the person to gain verbal consent where possible and also have Power of Attorney processes in place to ensure that consent is gained appropriately where there is fluctuating or a lack of mental capacity to gain explicit consent following the relevant legal steps.

 Register your details

Top of Form

1. [Important information](https://cadentgas.com/help-advice/supporting-our-customers/priority-services-register)
2. [Your energy needs](https://cadentgas.com/help-advice/supporting-our-customers/priority-services-register)
3. [Additional Information](https://cadentgas.com/help-advice/supporting-our-customers/priority-services-register)

**Important information**

**Please read** - Please be aware that your PSR information will be kept and shared across the energy industry, this will include gas and electricity suppliers, networks and meter operators. Your information will only be shared with trusted charities in the event of an emergency (such as the British Red Cross) and will never be used for general marketing. You can update your information at any time.

**Bottom of Form**

**Priority Services Register - Frequently Asked Questions**

What is the benefit of being registered on the PSR – what types of services are offered?

There are many benefits to being registered on the PSR, these include:

* Keeping you safe; our staff wear photograph identification badges on all visits. You can also agree a password with us to give you extra peace of mind.
* Nominating someone to deal with your bills or help in a power cut on your behalf.
* Offering you information in other formats like large print, audio CD, braille or providing an interpreting service if you or others in your household are unable to communicate in English when contacting us.
* Receiving an annual free gas safety check (where eligible) to check your gas supply and appliances are safe to use.
* Advance notice of planned power cuts by your electricity network operator so you can prepare or advise them that you may need help on the day.
* Provision of alternative heating and cooking services by your gas network operator in the event of a gas outage.
* Priority support in the event of a power cut. Network operators aim to provide welfare in the form of meals, drinks, warmth and charging points, as well as receiving priority updates.

In the event of a major power or gas outage, both electricity and gas networks work closely with third party agencies to help provide extra support including your Local Authority, emergency services and British Red Cross.

**Source:** [**www.cadentgas.com/help-advice/supporting-our-customers/priority-services-register**](http://www.cadentgas.com/help-advice/supporting-our-customers/priority-services-register)