



WRCC Warm Hubs

Priority Services Register

The **Priority Services Register (PSR)** is a vital, free service designed to support individuals who may be vulnerable due to age, health, disability, or other circumstances.

Each energy supplier and electricity network operator maintains their own PSR, ensuring that those registered receive **essential support during power, gas, or water supply outages**. In the event of a gas outage support offered by Cadent can include:

- Providing you with alternative heating and cooking facilities should your gas supply be interrupted as part of their works.
- The use of a password facility to keep you safe on your doorstep. You can read more about how Cadent strive to [protect you from bogus callers](#) by ensuring that their engineers follow a strict process and must allow you to check their credentials should you not be expecting their call.
- 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.
- Providing translation services should there be a need for it 24/7, 365 days of the year.
- 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.
- 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.
- For the purposes of safety, if you are unable to reach your gas emergency control valve (ECV) due to poor mobility, they may be able to move this for you. To find out if you are eligible for this service, please call Cadent on **0800 074 5788** to talk with one of their team members to discuss it further.
- Priority support from your water company in the event of a water supply issue or outage

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

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 you:

- Use medical equipment reliant on electricity or water
- Are Living with children under five
- Are blind or partially sighted
- Are deaf or hard of hearing
- Have a chronic illness
- Have anxiety, depression or any mental health condition
- Have a disability
- Are of pensionable age
- Have a loss or impairment of smell
- Need documents translated into another format or language
- Temporarily need extra support due to life changes such as post hospital recovery or bereavement.

By encouraging eligible residents to sign up, the Warm Hubs Team is helping ensure that no one is left without help during emergencies.

If you would like:

- one of our Project Coordinators to visit your Warm Hub or Community Hub to explain more about the PSR;
- assistance in completing the registration form; or
- further information about the PSR

please email: warmhubs@wrccrural.org.uk or call 01789 472616.

The online registration form can be found [here](#) (scroll down the page).

Please state on the form that you heard about PSR from WRCC Warm Hubs.