



Services Register (PSR)

Energy Suppliers and network operators are required to keep a register of customers who, by virtue of their circumstances, might need additional information, services and support. These services are available to customers who:

- Are of pensionable age
- Are disabled or chronically sick
- Have a long-term medical condition
- Have a hearing/visual impairment or additional communication needs
- Are in a vulnerable situation

DNOs (electricity Distribution Network Operators) and GDNs (Gas Distribution Network Operators) offer priority services to those living with a child under 5. Suppliers may also offer support to this group – customers should check with their own supplier(s).

Suppliers and network operators will actively seek to identify eligible customers, but ultimately a customer must ask to be on the PSR.

The range of services available may include:

- Password protection and caller identification
- Bill nominee scheme
- Advance notice of planned power cuts – customers medically reliant on electricity will be contacted by their DNO
- Priority support in an emergency – DNOs/GDNs will provide alternative heating and cooking facilities, for example, in the event of an unplanned power cut
- Meter reading service, where a customer is unable to do so
- Moving a PPM free of charge if it is unsafe/impractical for a customer to top up credit
- Accessible information, including account and billing in large print or braille

Suppliers may also provide free annual gas safety checks for PSR customers who are homeowners **and**:

- In receipt of a means-tested benefit
- Living with a child under 5
- Are of pensionable age
- Are disabled
- Are chronically sick
- Either live alone or with others who are all of pensionable age, disabled, chronically sick or under 18

You might also be able to sign up if you're in a vulnerable situation, even if it's only temporary. For example if:

1. you can't understand your bill because of a mental health condition
2. you can't get to the shop to top up your electricity meter because of an injury
3. you've been bereaved and want a friend to deal with your bills and meter readings

Suppliers are not allowed to disconnect PSR-eligible customers during the winter months (1 October to 31 March).

See below for a list of contact numbers for each of the Big Six suppliers, as well as contact details for the Scottish DNOs/GDNs.

Suppliers:

British Gas, including Scottish Gas (Home Energy Care)

Tel: **0800 072 8625**

Tel: **0800 294 8604** (Pay as you go customers)

Textphone: **18001 0800 072 8626**

Web: www.britishgas.co.uk

ScottishPower

Tel: **0800 027 1122**

Web: <http://www.scottishpower.co.uk/customer-services/support/priority-services-register>

EDF Energy

Tel: **0800 269 450**

Minicom: **0800 096 2929**

Web: www.edfenergy.com/for-home/help-support/priority-services-register

E.ON (Caring Energy)

Tel: **0333 202 4760**

Minicom: **0800 056 6560**

Web: www.eon-uk.com/for-your-home/help-and-support/extra-help

SSE, including Scottish Hydro (Careline)

Tel: **0800 622 838**

Textphone: **0800 622 839**

Web: <https://www.sse.co.uk/help/accessibility/careline-and-priority-services-register>

npower

From a landline tel: **0808 172 6999**

From a mobile: **0330 100 8669**

Textphone: **0800 413 016**

Web: www.npower.com/home.help-and-support

Distribution Network Operators (DNOs) – Scotland

Scottish & Southern Energy Networks (SSEN) - covers Scotland north of the central belt. To register for the PSR:

Tel: **0800 294 3259** from landlines and mobiles

Tel: **0800 316 5457** from textphone

For more information, or to register online, visit: www.ssen.co.uk/PriorityService

ScottishPower Energy Networks (SPEN) - covers central and southern Scotland. To register for the PSR:

Tel: **0330 10 10 444**

For more information, or to register online, visit:

http://www.spenergynetworks.co.uk/pages/vulnerable_customers.asp

Gas Distribution Network Operator (GDN) – Scotland

SGN

Tel: **0800 975 1818**

For more information, visit: www.sgn.co.uk/responsibility/vulnerable-customers