

# The Priority Services Register (PSR)

The PSR is a service provided by utility companies, this includes gas, electricity, water, and sewerage providers. It aims to offer additional support to households with specific needs in the event of service interruptions.

## What is the PSR?

It helps utility companies like us, vary our services to give you extra support. The PSR can help if your household has additional communication, access, or health needs.

## The PSR:

- is not used for any marketing purposes.
- is completely free to join.
- includes participating utility companies in England, Wales and Scotland.

## Benefits for you

- Priority communication for planned and unplanned outages.
- Tailored communication including in alternative formats. For example, Braille, large print, translations and audio files.
- Access to heating, cooking and water alternatives if your supply is interrupted (based on need).
- Extra support if you have medical equipment that relies on power and water.

## Registration

You can join online or contact us directly and we will guide you through the registration process.

You can contact us at [info@espug.com](mailto:info@espug.com) or [01372 587 500](tel:01372587500)

Once registered you will be contacted to confirm your details are accurate and up to date. Care givers and family members can register you on your behalf.

## Sharing data

Under the Data Protection Act, we must tell you that we use the legal basis of substantial public interests (SPI) to process and share your PSR data. We do this in the best interests of all to keep you safe, warm and connected to your essential utility services.

We work with trusted partners during major incidents, like storms, so they can support. We only share data that is essential to support you.

Your data will be stored securely.

## Our PSR promise to you

We will:

- never use PSR data for marketing purposes
- never charge you for the services we provide through the PSR
- do our best to ensure that your additional needs are supported (communication, access, or health)
- only share data necessary to support you.