

# Priority Service Register

How it works, who is eligible and how to sign up



**citizens  
advice**

**County  
Durham**

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Foundation**

# How the register works

The Priority Service Register is a free service provided by energy suppliers, network operators, water and communications companies. It can give everyday peace of mind to the most vulnerable customers. It's there to ensure that organisations are aware of those in their service areas with additional needs and people who would be put at risk by a service failure.

## Who is eligible

People who have children under the age of 5, those of pensionable age and people with chronic illnesses or disabilities. It can also help those who have different communication needs or are in temporary situations where they need extra support.

[citizensadvice.org.uk](https://citizensadvice.org.uk)



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# Some of the ways registering can help

During interruption to services, suppliers and companies will let you know what's happening, prioritise you for reconnection and offer alternative arrangements to keep you safe. You can also get accessible communications, help reading meters and extra layers of security.

## How to be added to the register

Contact your supplier or company, by phone or online, and ask to be added to the register. If you're unsure who supplies your energy or water you can find out online. Citizens Advice can also help. Check the Consumer section of our website or call our Adviceline on 0808 2787821 (Mon-Fri 10am-4pm).