

Priority Services Register

You should sign up to the Priority Services Register, if you:

- Are disabled or have a long-term health condition
- Are recovering from an injury
- Have mental health problems
- Don't speak or read English well
- Have children under 5 or are pregnant
- Have reached State Pension age
- Are in a situation that means you find it difficult to deal with your energy supply (eg are recently bereaved)

You will receive extra support in the event of supply interruption, including advance notice. You can also receive your bills in different formats or set up passwords with the supplier as well as other appropriate support.



For more information
0118 952 3022
rcab.org.uk/energy
energy@citizensadvicereading.org

Priority Services Register

You should sign up to the Priority Services Register, if you:

- Are disabled or have a long-term health condition
- Are recovering from an injury
- Have mental health problems
- Don't speak or read English well
- Have children under 5 or are pregnant
- Have reached State Pension age
- Are in a situation that means you find it difficult to deal with your energy supply (eg are recently bereaved)

You will receive extra support in the event of supply interruption, including advance notice. You can also receive your bills in different formats or set up passwords with the supplier as well as other appropriate support.



For more information
0118 952 3022
rcab.org.uk/energy
energy@citizensadvicereading.org

Priority Services Register

All gas and electricity suppliers and network operators have a Priority Services Register.

To get added to the register, contact your local electricity network who can then, with your permission, share your details with your supplier(s) and the gas network.

Your local electricity network is NOT the same as your energy supplier. The networks are regional and which one you are with depends solely on where you live.

In the Reading area, most people are on the SSEN network.

To register

Online: ssen.co.uk/PriorityServicesRegister

Phone: 0800 294 3259

Textphone: 0800 316 3457

If you do not live in Reading, check your network operator on this website:

powercut105.com/FindOperator#form

To find out more

Check online:

citizensadvice.org.uk search for Priority Services Register

Your supplier's website

Priority Services Register

All gas and electricity suppliers and network operators have a Priority Services Register.

To get added to the register contact your local electricity network who can then, with your permission, share your details with your supplier(s) and the gas network.

Your local electricity network is NOT the same as your energy supplier. The networks are regional and which one you are with depends solely on where you live.

In the Reading area, most people are on the SSEN network.

To register

Online: ssen.co.uk/PriorityServicesRegister

Phone: 0800 294 3259

Textphone: 0800 316 3457

If you do not live in Reading, check your network operator on this website:

powercut105.com/FindOperator#form

To find out more

Check online:

citizensadvice.org.uk search for Priority Services Register

Your supplier's website