

Priority Services Register (PSR)

The Priority Services Register (PSR) is a free service provided by suppliers and network operators. We know this can be particularly worrying if you rely on electricity for medical equipment, communication needs or if you are elderly or very ill.

Who can receive extra support?

- Someone who is critically ill
- Someone with poor mobility
- Someone with a hearing impairment
- Someone with a visual impairment
- Someone with mental health difficulties
- Someone living with Dementia
- Someone who relies on medical equipment that needs electricity (eg dialysis, ventilator, nebuliser or Careline)

Icons below are examples of equipment people use that are reliant on electricity:



Oxygen machine



Dialysis



Electric Bed



Stair Lift

What support would someone on the PSR get during a power cut?

- A priority number that you can call 24 hours a day
- A dedicated team who will contact you to keep you updated during a power cut
- Tailored support if needed such as home visits, hot meals, advice and keeping your friends and relatives updated
- In certain scenarios we may also offer a free hotel overnight and transport to the hotel
- For complex power cuts our community welfare teams provide on-site support which includes hot drinks, hot meals, a Wi-Fi connection and charging points

Do you or someone you know need extra support during a power cut?

[Click here to get FREE support now.](#)

Priority Service Register Box

Those who are eligible for the Priority Service register will also be given this box.

Room temperature thermometer

Information about the being on the Priority Services Register



Home emergency light

Lions Message in a Bottle

A form and bottle to tell emergency services about any medical needs in the case of an emergency