

Priority Services Register

If you sign up to our Eversmart Energy's Priority Services Register (PSR), you can get extra help and support with your energy supply.

You can sign up if you're:

- People of pensionable age
- People with a disability or impairment
- People with a chronic illness or long-term medical condition (such as conditions causing reduced or limited vision, hearing or mobility)
- A household with young children (Under 5 Years Old)
- People who are vulnerable for other reasons

Help you can get

If you're on the PSR, you could get:

- free advice on being more energy-efficient
- protection from cold callers with a password protection scheme
- your meter moved free of charge if it's hard for you to use or read the meter
- a free quarterly meter reading if you can't read your meter
- bills sent to a relative, carer or friend to help you check them
- your bills and meter readings in a braille, large print, audio tape, text phone or type talk if you're visually impaired
- advance notice if your supply is going to be interrupted
- priority reconnection if your supply is interrupted
- alternative facilities for cooking and heating if your supply is interrupted
- extra help to use your meter or appliances
- annual gas safety checks

Free gas safety checks

To be eligible for a free annual gas safety check, you must own your home and get a means tested benefit such as Pension Credit or Income Support. Also, one of the following must apply:

You live alone, you live with other adults who are aged over 60, disabled and or chronically sick, you live with at least one other child under five

How to sign up

Contact our friendly customer service team (0330 102 7901) to see if you're eligible to sign up to the PSR. If you have different suppliers for gas and electricity, you'll need to call them both.

You'll need to register again if you change your energy supplier.