

## Guidance on Supporting Vulnerable People to sign up to Utilities Priority Service Registers

### Priority Service Registers for Utilities Network Providers

We know through experience that vulnerable people receive a quicker welfare response from the utility's companies during a disruption to their services if they are registered on the respective network providers **Priority Service Register**.

We are asking that all Health and Social Care staff promote and support the vulnerable people they work with to sign up to the different priority service registers so that they will be supported when there is disruption to supply e.g., power cuts and water shortage.

The Priority Services Register is a free support service that makes sure extra help is available to people in vulnerable situations, you can get more information and check the eligibility of people who you support and use your services at this link:

[Get help from your supplier - Priority Services Register | Ofgem](#).

### Example of who is eligible to be on the Priority Services Register

- have reached state pension age
- are disabled or have a long-term medical condition
- are recovering from an injury
- have a hearing or sight condition
- have a mental health condition
- are pregnant or have young children
- have extra communication needs (such as if you don't speak or read English well)
- need to use medical equipment that requires a power supply
- have poor or no sense of smell
- would struggle to answer the door or get help in an emergency.
- You might still be able to register for other reasons if your situation isn't listed. For example, if you need short-term support after a stay in hospital.

Ofgem eligibility list available at [Get help from your supplier - Priority Services Register | Ofgem](#) [Accessed 28/12/2022]

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Each utility has slightly different eligibility lists please see the links below.

If you are in contact with people accessing your service that are, or you believe are eligible for the priority service register, the next step is to support them in contacting the relevant service provider as follows:

- **Water**

[Southern Water](#) (Southern West Sussex)

[South East Water](#) (Northern West Sussex)

- **Electricity**

[UK Power Networks \(UKPN\)](#) (Eastern West Sussex)

[SSE Energy Services \(SSE\)](#) (Western West Sussex)

- **Gas**

[SGN](#) (Throughout West Sussex)

### **Energy Industry Explained (Ofgem presentation 12/12/2022)**

You can choose who supplies your energy. This company is known as your **energy supplier**, and they bill you for your Energy use.

Your energy supplier is different to your **energy network operator**.

Energy network operators manage and maintain the wires, pipes and other infrastructure which delivers electricity and gas To your home, business and community.




Most of these services apply to the 'person in a vulnerable situation', and not to the Business itself; although all this information is key for your own organisational [Business Continuity Plan](#).

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This means that if you support somebody with the mental capacity to consent to sharing their information, then you need to give the details and support needs of the individual. Some providers have shared that there have been some challenges regarding registering the Service as a whole, therefore, if the person does not have the mental capacity to consent to sharing their personal information, please contact their Lasting Power of Attorney for Health and Welfare, if there is one in place, or arrange for a best interest's decision, as required.

If you do find yourself in a situation where your Business Continuity Plan is being exhausted and you have not been successful in reaching out to the utility providers – please contact your relevant contracts teams at West Sussex County Council, and the Resilience and Emergencies Team at [Emergency@westsussex.gov.uk](mailto:Emergency@westsussex.gov.uk) or phone: 0330 222 400

Useful Documents if unable to register online

Utility Provider	Document
Southern Water	 SW_PriorityServicesRegister_A5.pdf
UK Power Networks	 UKPN PSR leaflet.pdf
Southern and Scottish Power	 Joint SW SSEN PW PSR leaflet.pdf

If the service is CQC registered, please also remind them to inform the [Care Quality Commission](#) under Reg. 18 (Statutory Notifications) if they experience 'an event that stops or may stop the provider from carrying on a regulated activity safely and properly'.

On the next two pages are maps which help you to identify which providers you need to contact to ensure that the people in your care are included on the Priority Services Register.





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Electricity Provider Areas Within Sussex

