

The Priority Services Register

Last Modified on 06/03/2026 11:58 am EDT

The Priority Services Register (PSR) is one of the most practical and meaningful things we can offer a vulnerable customer. It's free, it's straightforward to set up, and it can make a genuine difference to someone's experience of being an energy customer. Every agent should know what it is, who qualifies, and how to register a customer.

What is the Priority Services Register?

The PSR is a free support service offered by energy suppliers and network operators to customers who need a little extra help. Being on the register means a customer can access tailored services and additional protections – particularly important if their supply is ever interrupted or if there's work being carried out on the network near their home.

The PSR is industry-wide. When a customer registers with Good Egg Energy, we also share their details with their local network operator, so they're covered on both sides – supplier and network.

Who qualifies?

The PSR is open to any customer who meets one or more of the following criteria:

- Is of pensionable age
- Has a disability or long-term medical condition
- Has a mental health condition
- Is recovering from an injury or illness
- Is pregnant or has a child under five
- Has a hearing or visual impairment
- Relies on medical equipment that requires a power supply
- Has communication needs (e.g. literacy difficulties or a language barrier)

Eligibility is self-declared – customers don't need to provide proof or documentation. If a customer says they qualify, we register them. It's that simple.

What services does it include?

PSR customers can access a range of additional services, depending on their needs. These include:

Password protection

A unique password is set on the account. Any Good Egg Energy representative visiting the customer's home will provide this password before entering – giving customers peace of mind that they're dealing with a genuine representative.

Nominated contact

A trusted person – a family member, carer, or friend – can be registered to receive communications on the customer's behalf or to act as a point of contact.

Alternative format communications

Bills and letters can be provided in large print, Braille, or audio format for customers with visual impairments.

Priority in emergencies

In the event of a supply interruption, PSR customers are prioritised by network operators for restoration and welfare checks.

Accessible meter reading

If a customer is unable to read their own meter, we can arrange for it to be read for them.

How to register a customer

1. Ask the customer if they'd like to be added to the Priority Services Register and briefly explain what it is.
2. Confirm which services they'd like to access – password protection, nominated contact, alternative formats, etc.
3. Record their PSR status and preferences in Kraken under their account settings.
4. Confirm with the customer that they've been registered and let them know their details will also be shared with their network operator.

The whole process takes just a few minutes. If a customer isn't sure whether they qualify or whether it's right for them, encourage them to take their time – there's no downside to being on the register, and they can remove themselves at any time.

Proactively offering the PSR

You don't need to wait for a customer to ask. If a conversation reveals that a customer might benefit from PSR support, offer it. A simple *"It sounds like you might be eligible for our Priority Services Register – it's free and could mean extra support if you ever have a problem with your supply. Would you like me to tell you a bit more?"* is all it takes.

Good to know: PSR registration doesn't expire automatically, but it's good practice to confirm a customer's details are still accurate whenever vulnerability comes up in a call. Circumstances change – a customer who registered two years ago may have different needs today.