

PRIORITY SERVICES REGISTER

The Priority Services Register is a free support service that makes sure extra help is available to people in vulnerable situations. Call your supplier and provide them with as much information as you can about your own circumstances.



The service is free and it will provide you with extra support and advice if there is a power cut along with other services like help reading the meter.

There is a Priority Services Register available for:

- Wales & West (gas network distributor)
- National Grid (electric network distributor)
- All energy suppliers (electric, gas)
- South West Water

OTHER HELP AVAILABLE



Scan the QR code to view other relevant advice and accessibility options for this leaflet from our website.

Or call us on 01752 477117 to discuss what help you may be able to access.



EMERGENCY CREDIT

How to get help



FREE ADVICE FROM PEC'S ENERGY TEAM

01752 477117

energyteam@plymouthenergycommunity.com

www.plymouthenergycommunity.com

PEC Hub Genesis Building, 235 Union Street, PL1 3HN

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“We understand it is distressing when you can’t afford to top up your meter. Here are some things your supplier can do to help.”

ON PREPAY AND STRUGGLING TO PAY?



If you have no credit on your prepayment meter and are at risk of disconnection, speak to your supplier. You can ask for credit if you use a prepay meter and can't top up. See the options you might be eligible for opposite.



⚠️ IF YOU RUN OUT OF EMERGENCY CREDIT

Your supplier has to treat you fairly and take your circumstances into account. Call your supplier and explain your situation.

You might be classed as living in vulnerable circumstances if you have disabilities or a long term health condition, have a child under 5 living in the home or if you are on the Priority Services Register. Where this is the case, your supplier should help you stay on supply.

CREDIT OPTIONS THAT MAY BE AVAILABLE

EMERGENCY OR TEMPORARY CREDIT

If you've run out of credit on your gas or electricity, you should be able to access emergency or temporary credit for your prepayment meter. This is a small amount of money to help you stay on supply that you pay back next time you top up.

Some suppliers automatically add temporary credit, but with some suppliers you will need to contact them to request it.



FRIENDLY CREDIT

Your supplier may offer 'friendly credit' or 'friendly hours'. The times of these will vary between suppliers, but will usually be evenings, overnight and weekends so you don't go off supply when it is difficult to top up. The cost of any energy you use during that time will then be added to your meter, and you'll pay it back next time you top up.



ADDITIONAL SUPPORT CREDIT

If you're in a vulnerable situation and have few options to pay you may be able to access 'additional support credit'. You'll need to repay the credit from your supplier when you next top up. The weekly repayment amount should be agreed with you by the supplier to make sure it is affordable.