

Priority Services Register Review

Collaboration Network stakeholder discussion | 08/06/2026

Why review the Priority Services Register now?



The Priority Services Register (PSR) is a long-established support framework used in energy and water to help consumers who may need additional assistance.

Over time, its reach and expectations have grown. While that reflects its importance, it has also raised questions about clarity, consistency, consumer understanding, and how well support is targeted in practice.

We are very aware that networks are vital to this conversation and part of this is about improving how we balance everyday needs with those most vulnerable to loss of supply.

This review takes a broader look at how the register is working today, where it is delivering value, and where clearer roles, better coordination, and stronger data-sharing may be needed.

The aim is to explore how the PSR can remain practical and focused on those most in need.

PSR reach and stakeholder perspectives



Electricity: **32%** registered
9.5m of 29.7m customers



Gas: **34%** registered
8.4m of 24m customers



Wider PSR scope raises questions about whether suppliers can act meaningfully on all recorded needs



One stakeholder noted PSR coverage could reach up to 45% of customers, suggesting support may become harder to target effectively



Stakeholders want clearer expectations on what support suppliers can offer and how recorded needs should connect to actions



Some customers interpret PSR as payment relief, so the offer and its limits may need to be communicated more clearly



Financial vulnerability is important, but the strongest data often sits outside suppliers, pointing to a role for external data and stronger matching

What we want the review to achieve

We want this review to shape a clearer, more targeted and more efficient PSR.

Clearer expectations of what the PSR does and does not provide, so support is better understood

Improved data and stronger cross-sector information sharing to identify need earlier and more accurately

We think this looks like:

Easier self-disclosure and simpler routes to support, reducing the burden on consumers

More consistent, targeted and needs-led support

How you can support us today :-

Stakeholders with direct PSR experience: sharing views on how it works in practice.

Stakeholders without direct PSR experience: sharing good practice on identifying vulnerability and delivering good outcomes for consumers in vulnerable situations.



Discussion themes for stakeholders

Themes

1. Clarity of purpose
2. Identification, access and support
3. Consumer experience
4. Data and coordination
5. Future direction

1. Is there a clear purpose and scope to the Priority Services Register?



We think that a successful PSR would have:
“Clearer expectations of what the PSR does and does not provide, so support is better understood”

1.1 How clearly defined is the scope of the PSR today, and where could expectations of what it does and does not provide be sharpened?

2. Identification, Access and support

We think that a successful PSR would have:
*Easier self-disclosure and simpler routes to support,
reducing the burden on consumers*

2.1 How well does the current approach identify and register people who may need support?

2.2 Where are the main barriers to consistent access or delivery?

2.3 How well do organisations work together to support consumers once they are registered?



3. Consumer experience

We think that a successful PSR would have:
More consistent, targeted and needs-led support

3.1 Are services provided by the PSR still relevant for consumers in vulnerable situations?

3.2 Where is the gap between being identified as needing support and receiving meaningful help?

3.3 What outcomes should the PSR be expected to deliver for consumers in vulnerable situations?



4. What data changes would support to improve the PSR?

We think that a successful PSR would have:
Improved data and stronger cross-sector information sharing to identify need earlier and more accurately.

4.1 What barriers, risks or trade-offs would need to be addressed for this to work well, how could data sharing be improved, and are there any successful models or examples that should inform this approach? Why?

Financial vulnerability is not currently included within the PSR, but views differ on whether it should form part of how need is identified and support is considered.

4.2 Should financial vulnerability be reflected within the PSR, or considered through a different mechanism across the wider support landscape? Why?

4.3 What should organisations be expected to do differently if financial vulnerability is identified?



5. Future direction



5.1 What should be the main priorities for improving the PSR?

5.2 How far should future development be aligned across sectors?

5.3 What should happen first in the next 12 months?

5.4 What longer-term changes would have the greatest impact?

