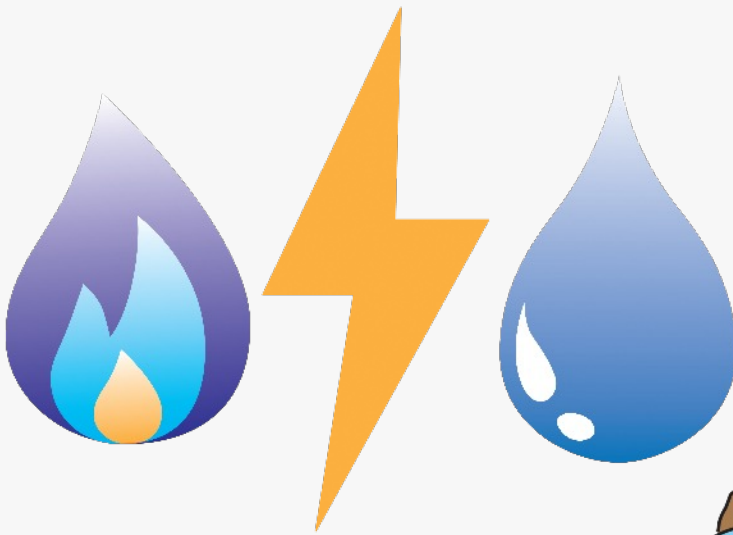


Get extra help with gas, electricity and water

The Priority Services Register



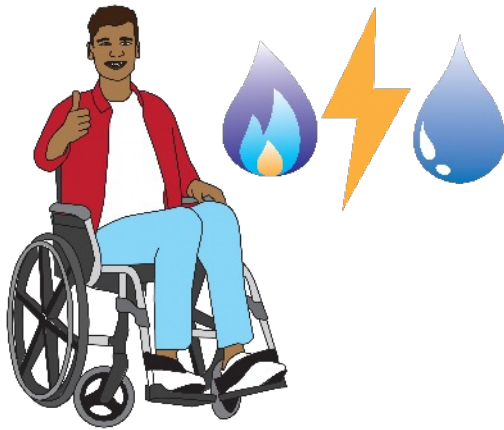
**Marie
Curie**



Easy Read version



This booklet is for people in England and Wales.



You could get extra help with your gas, electricity and water.

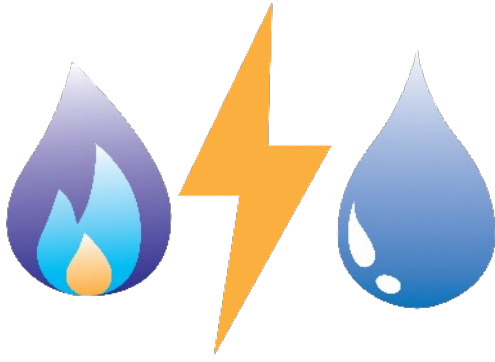


You could get this help if you have a health condition, **terminal illness** or a learning disability.

A **terminal illness** is an illness you will die from.



This help is free.



It is offered by all gas, electricity and water companies.

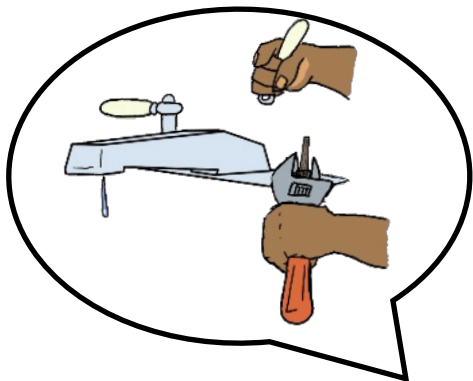


You might hear it called the Priority Services Register.



You need to sign up to the Priority Services Register before you can get the extra help.

What help will I get?



You will be told if your gas, electricity or water will be turned off for repairs.



You will get support if your gas, electricity or water stops working.

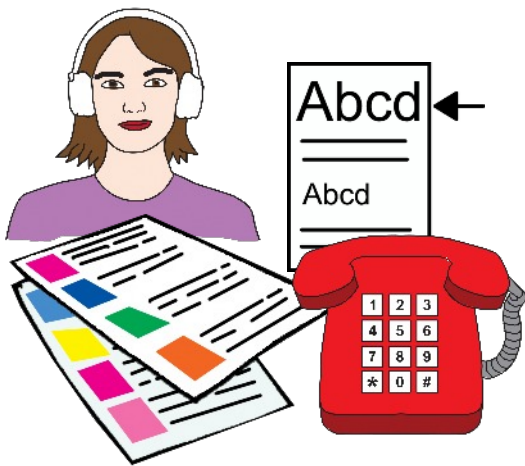
For example, if the water is turned off, your water company could bring you bottles of water.



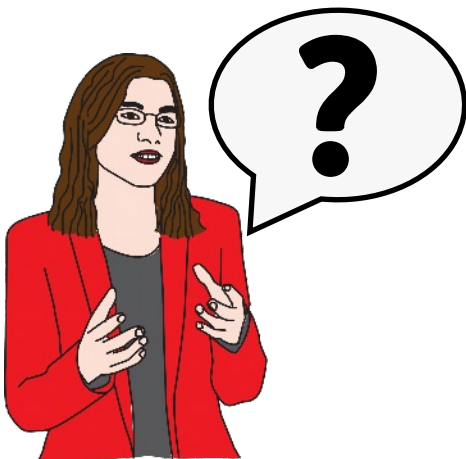
You can choose someone else to get your letters and bills. Such as a family member, carer, or someone else you trust.



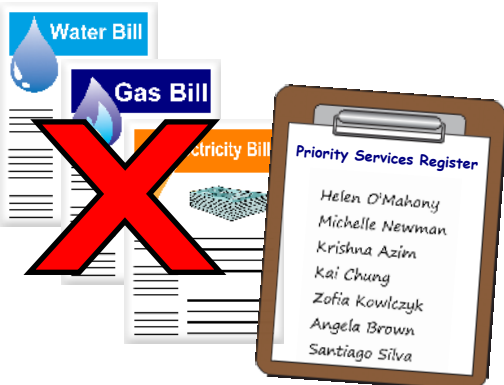
Someone can come to read your meter if you cannot read it.



They can also give you information such as bills in a different way. For example in easy read, large print, or something to listen to.



Ask your gas, electricity and water companies what other support they can give you.



Being on the Priority Services Register does not include getting help with the cost of your bills.

How do I get the help?



By phone

If you know your gas, electricity and water companies you can call them.



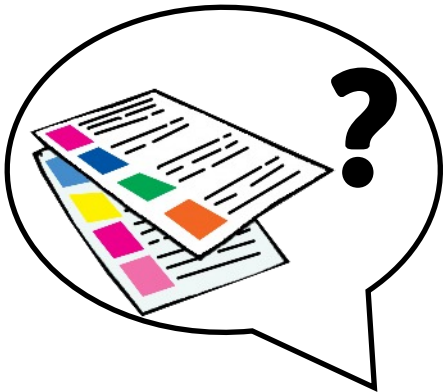
A family member or a carer could help you do this.



Give the companies your contact details.



Tell them you want to join the Priority Services Register.



Tell them what help you need and why.



For example, tell them if you want your letters sent to a family member instead of you.



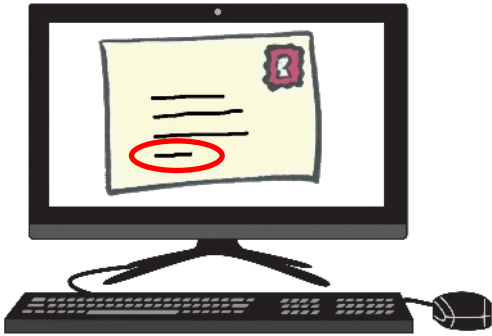
If you are not sure who to call or need help, call **0800 090 2309** to speak to our Marie Curie Energy Support Officers. They can help with questions about energy costs and energy bills.

Or you can email **support@mariecurie.org.uk** for help.

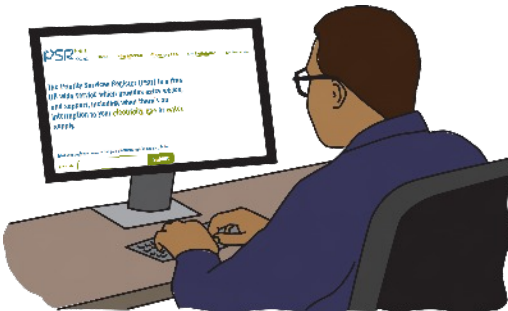


Online

Website: www.thepsr.co.uk



Type in your postcode to find your gas or electricity company.



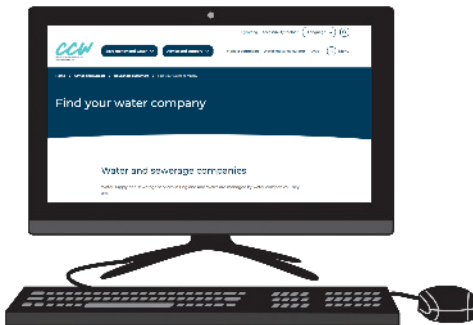
Follow the instructions on the screen to join the Priority Services Register.



Your gas or electricity company may be able to tell your water company that you've joined the Priority Services Register.



Or you can contact your water company to make sure.



Website:
www.ccw.org.uk/water-companies

Click on your water company.



Look on their website to see if you can join the Priority Services Register online.



Or you can call them. Someone could help with this, like a family member, friend, carer or support worker.

About this information



We hope you find this information helpful. But it should not be used instead of speaking to professionals.



You should still get information from a social worker, your care team, a money advice service, or other professionals.



You can tell us if you like the booklet or if you do not like the booklet.



You can tell us by emailing review@mariecurie.org.uk



Or you can call our Support Line
0800 090 2309



It is free to call our Support Line.
Your call may be recorded to help us
make our service better. And to make
sure you are safe.

Credits



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Ref ISL101 25. May 2025.

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Speaking Up Together -
making Easy Read information.

Marie Curie - why we're here



We're here for people living with a terminal illness, which is an illness you will die from. We also support their families and friends.

We give people care, information, and support. If you have any questions or need support, call our free Support Line on **0800 090 2309**.



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