

Rural Vulnerability Research Project: The Utilities Priority Services Register

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What is the Priority Services Register?

- **A register that 'vulnerable' customers can sign-up to**
- **Offers extra information and assistance when supply is interrupted**
- **Covers electricity, gas and water network operators (not the retail companies)**
- **Monitored by the utility sector regulators**

Vulnerable groups can include:

- Those aged 60 or over
- Families with young children
- Those with a long term disability or condition
- Others, such as those with sight or hearing loss

Project sponsors and delivery

Project is delivered by:

- **CCRI at the University of Gloucestershire**
- **Working with Rural England CIC**

Project is funded by:

- **Cadent**
- **Southern Water**
- **Wales and West Utilities**
- **Western Power Distribution**
- **Green Energy**
- **Defra**

Project objectives:

- **To identify common vulnerability issues faced by rural customers**
- **To identify any differences between rural groups of locations**
- **To explore how far common issues are shaped by rurality**
- **To recommend any changes that would improve the PSR support offered**

Locations studied are around: Thrapstone; Bridgenorth; Minehead; Pershore; Storrington

Early reflections and comments

- **Accessing and talking to vulnerable people is a major research challenge**
- **Many who classify as vulnerable don't see themselves that way**
- **There is vulnerable and there is **VULNERABLE****
- **Despite all the efforts, the PSR should be better known (not least among agencies)**

Your questions or comments

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