

**From:** IRIC (NATIONAL SERVICES SCOTLAND)

**Sent:** 26 February 2020 08:22

**Subject:** Information Message IM/2020/003 - Utilities Priority Service Registers (PSR) for critical equipment in the community

# IRIC

Incident Reporting & Investigation Centre

**Reference:** IM/2020/003

**Subject:** Utilities Priority Service Registers (PSR) for critical equipment in the community

Dear colleague,

As you may know, the Equipment Co-ordinator Group has recently discussed service users and provisions for patients who are relying on medical equipment at home. The discussion focused on the need to ensure they know how to access support when their power or water supplies are interrupted.

Utility companies run a free of charge Priority Service Register (PSR) to offer registered customers extra support during outages or interruptions to supply. This may include reassurance and an estimated time of restoration, provision of a generator, bottled water or even alternative accommodation.

Many people are not aware of this service and the utility companies are seeking to increase the number of PSR customer registrations in line with OFGEM regulations:

<https://www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/extra-help-energyservices/priority-services-register-people-need>

Local authorities and health boards cannot share information which identifies priority customers as this would be a breach of the Data Protection Act (DPA). However, the utility companies are able to supply suitable labels for equipment with the priority services' details for a customer to contact them directly and register to take advantage of the support available. Eligible customers who opt to join a utility company's PSR will be contacted and offered support in the event of an outage.

Further information about the PSR services provided by utility companies visit:

- Scottish and Southern Energy Network: [www.ssen.co.uk/psr/](http://www.ssen.co.uk/psr/)
- Scottish Power Energy Networks: [www.spenergynetworks.co.uk/pages/psr\\_promise.aspx](http://www.spenergynetworks.co.uk/pages/psr_promise.aspx)
- Scottish Water: [www.scottishwater.co.uk/en/Help-and-Resources/Contact-Us/AdditionalSupport/Priority-Services-Register](http://www.scottishwater.co.uk/en/Help-and-Resources/Contact-Us/AdditionalSupport/Priority-Services-Register)

In light of the above, IRIC is consulting equipment co-ordinators to gauge the likely demand for labels and the optimum arrangements for their distribution. We would appreciate if you could reply to indicate:

- how many labels would be needed annually?
- and what distribution method would be most suitable for you, e.g. order supplies direct from the utility companies, or some other suitable method?

A response by **10:30 a.m. on Wednesday 11 March 2020** would be appreciated. Thank you in advance

As the Equipment Co-ordinator for your organisation, we recommend that you assess whether or not to forward this information to managers and staff within your area of responsibility who might benefit from being aware of it.

If you received this message directly from IRIC, email us at [nss.irc@nhs.scot](mailto:nss.irc@nhs.scot) or phone 0131 275 7575 quoting the IM reference number. Alternatively, if you have received this message from someone in your own organisation, please direct all enquiries to them and they will liaise with IRIC as required.

### **Incident Reporting & Investigation Centre (IRIC)**

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#### **Contact us:**

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Helpline 0131 275 7575

<https://www.nss.nhs.scot/health-facilities/incidents-and-alerts/report-an-incident/>

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