

AGR Networks Ltd

**AGR Priority Services Register (PSR)
Statement**

FOR APPROVAL BY THE GAS & ELECTRICITY MARKETS AUTHORITY

AGR Networks Limited

Company Registered No 15784562

**Registered office: 3rd Floor Chancery House, St Nicholas Way, Sutton, Surrey,
England, SM1 1JB**

At AGR Networks Ltd, we recognise that some of our customers may have additional vulnerabilities or special needs — whether due to age, a medical condition, disability, caring responsibilities, language or communication needs, or temporary life events. That is why we offer registration on the Priority Services Register (PSR), to give those customers access to extra support and protection during supply disruption or other network events.

What the PSR means for you

- If you, or someone in your household, is elderly, disabled, chronically ill, relies on medical equipment, has impaired sight or hearing, is expecting a baby or has young children, or experiences disability, mental-health or communication challenges, you are eligible. Temporary circumstances such as recovery from hospital treatment, bereavement or other life changes are also included.
- Once registered, you can receive additional help and tailored support such as: advance notice of planned outages, priority support in an emergency, accessible formats (e.g. large print or braille), help with meter-reading or moving a meter if needed, and the option to nominate a carer, family member or trusted person to receive your communications (bills or supply-related notices) on your behalf.
- For your safety and peace of mind, where our engineers or contractors need to visit your premises we offer an identification/password scheme. This ensures that any visit is genuine and that you can verify the identity of whoever calls or visits.

How to register

If you think you may benefit from the PSR, please contact AGR Networks Ltd by phone or email (details below), or complete the form on our website. We will ask you a few questions about your household situation or needs to assess eligibility, and, subject to consent, we will add you to our register. Once registered, you will not need to re-apply (although you should let us know if your circumstances change).

Data protection and privacy

We treat all PSR information with the utmost care. Your data will only be shared with other participating energy network operators or trusted partners (e.g. welfare or emergency bodies), and will not be used for marketing. You may request that your data be removed from the PSR at any time.

Our commitment

As a licensed Independent Distribution Network Operator (IDNO), AGR Networks Ltd is committed to providing the same high standards of service, care and support as any Distribution Network Operator (DNO). Our PSR scheme ensures that vulnerable and special-needs customers are never overlooked and that we act with responsibility, safety and compassion, especially in times of supply disruption or network maintenance.

If you would like to register for PSR, or discuss whether you qualify, please contact us:

Phone: 0800 0996057

Email: info@agr-networks.co.uk

Website: www.agr-networks.co.uk