



## Priority Consumers Register

Crown Gas and Power supply natural gas to non-domestic customers throughout the UK.

The UK is divided up into various gas networks, all of which are responsible for the safe transportation of gas to each premise. Each Network owner operates a Priority Consumers Register, which is a list of customers which each Network owner will try and provide additional help and support for in the event of:

- a network Gas Emergency in your area or,
- potential loss of network gas supply or,
- restrictions to your network gas supply

The Priority Consumers Register should not to be confused with the Priority Services Register which is only applicable to domestic customers.

### Who qualifies for the Priority Consumers Register?

If your non-domestic premise consumes more than 732,000 kWh of gas a year and you fall into one of the three Categories below, then you can be placed on the register.

#### Categories

**Category A** - Institutions providing care for those deemed to be at risk through age, sickness or infirmity e.g. hospitals, convalescent and nursing homes, homes for the elderly or disabled, where gas is the sole means of heating and not on an interruptible contract. Also, non-domestic consumers providing emergency services, who need to continue to use gas to ensure the safety of human life, where the gas supply is not supplied under an interruptible contract, and where no alternative fuel supply is available.

**Category B** - Consumers who would have fallen into Category A, but for the fact their gas is supplied under an interruptible contract.

**Category C** - Consumers without an alternative fuel source, who use in the course of their business, major items of plant - defined as plant with a capital replacement value exceeding £50 million, which would be severely damaged without a safe run down period.

### How do I register?

If you feel that that your organisation falls into one of the categories above and you would like to be listed on the Priority Consumers Register then please contact Crown Gas & Power on:

Telephone: 0161 762 7744

Email: [hello@crowngas.co.uk](mailto:hello@crowngas.co.uk)

Please let us know which Category you qualify for within your request.

### I can smell gas, what should I do?

If you smell gas or think you have a gas leak please call National Grid on **0800 111999** who operate a 24-7 emergency service.