



Priority Consumers Register

Crown Gas & Power is a non-domestic supplier of natural gas to businesses across Great Britain. Each gas meter point is cited on a specific gas network, who is ultimately responsible for the safe transportation of gas to that specific premise.

Each network owner operates a Priority Consumers Register, which is a list of premises which the 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.

What is a Priority Consumer?

A premise listed on the Priority Consumers Register will be the last to be told to cease taking gas where necessary for safety reasons.

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 apply to be placed on the register.

- **Category A:** relevant customers where a failure in the supply to their premises could put lives at risk.
- **Category B*:** relevant customers for which the sudden loss of gas causes or threatens to cause serious damage, for an unacceptably prolonged period, to human welfare, the environment or the security of the United Kingdom that cannot be reasonably mitigated.
- **Category C:** relevant customers taking over 2 million therms (58.6 million kWh) per annum for which the sudden loss of gas would result in repair or replacement costs amounting to 10% or more of the Site Fixed Tangible Asset Value.

***Evidence requirement**

The Department for Business, Energy and Industrial Strategy require that the assessment of whether a site satisfies the criteria contained in Categories A and C rests with the relevant gas network. To ensure that the network can assess whether a site satisfies the criteria, certain information is required within the request.

How do I submit an application to the gas network?

If you feel that that your organisation consumes more than 732,000kWh and falls into one of the categories above, and you would like to be listed on the Priority Consumers Register, please contact Crown Gas & Power on **0161 762 7744** or email hello@crowngas.co.uk.

We will ask you to complete a Priority Consumer application proforma, which will allow us to submit your application to the network for assessment.

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