



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 Supply Emergency 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. It is important to note that being registered as a Priority Consumer does not guarantee that your premises will receive an uninterrupted supply of gas during a network emergency - it only changes the priority order in which your premise is considered eligible for the continued supply of gas.

During a Network Gas Emergency, Category 'C' and 'B' customers (below) will be initially contacted with a requirement to 'minimise' gas usage. Reducing consumption is a preventative measure aimed at reducing the likelihood of a "cease usage" order being issued should the gas network be unable to operate safely.

Who qualifies for the Priority Consumers Register?

If your non-domestic premises consumes **more than 732,000 kWh** of gas a year and you fall into one of the three categories below, then you can 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 Energy Security & Net Zero (DESNZ) 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.

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How do I submit an application to the gas network?

If you feel that that your organisation consumes more than 732,000 kWh 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.

I'm a Category B/C Customer and I've been ordered to minimise my gas usage. What does this mean?

The current Network Gas Supply Emergency Procedures have the following guidance:

- **Category B:** you should only use the gas that is required to maintain operations for which you were granted priority 'B' status by the Government. Further clarification on the extent of the requirement to minimise gas usage can be confirmed on a case-by-case basis by the Department for Energy Security & Net Zero.
- **Category C:** you should only use the gas which is required to protect against damage leading to repair or replacement costs for which you have sought priority status. You should not continue to manufacture products and should consider making arrangements to limit further damage, should a direction to cease taking gas follow.