

Vulnerable customers and codes workgroup

Proposed Work Plan

It is proposed that future Working Group meetings consider particular obligations grouped under themes:

14 November : Issues related to debt and disconnection (SLCs 35, 36 and Gas 37A)

12 December : Priority Service Register and Services for deaf and blind (SLCs 37 & 38)

16 January : Complaint handling, monitoring and reporting (SLC 26 and 39)

The scope of subsequent meetings would depend on the progress made. Given the broad range of consumer groups likely to have an interest in these issues, not all of whom will be represented on the working group, Ofgem expects to carry out broader consultations on some of the issues raised. In particular Ofgem has already publicly committed to consult on:

- The effectiveness of the Priority Services Register building on research carried out jointly with energywatch (Q3)
- Vulnerable customer issues in the Supply Licence Review (Q4)

As indicated in the Terms of Reference the Working Group will be expected to put a report to the Steering Group by April 2006.