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Dear Liz

**Proposed amendments to gas and electricity supply licence conditions in relation to the disconnection of vulnerable customers**

Thank you for giving SSE the opportunity to comment on the proposed new Licence condition relating to disconnection for unpaid charges.

We are glad that Ofgem has not taken forward its proposal to introduce the condition stating that a vulnerable customer disconnected at any time of year other than Winter, must be reconnected before the next Winter. SSE did not feel that this condition was necessary given the commitment that we and other suppliers have made through the ERA Safety Net, to reconnect any disconnected customer subsequently identified as being vulnerable as a priority, no matter what time of year. We are glad that Ofgem has recognised this.

With regard to the proposed new Licence Condition 27.11(A), we would have no concerns should Ofgem formally consult on its inclusion in the Supply Licences. We appreciate the further protection that this gives the relevant group of customers and understand Ofgem's reasons for including it. We would therefore have no issue with its incorporation into the Licences.

Along with the other main suppliers, SSE are finalising plans for audits to be carried out on adherence with the provisions of the ERA Safety Net and we are satisfied with the way this is progressing. These are to be undertaken as part of the Billing Code audits, as SSE are not party to the ERA Billing Code we have arranged to be audited on the parts pertaining to the Safety Net only.

I hope that we can continue to work with Ofgem to deliver a satisfactory conclusion to this project. If there is anything else that I can do in the meantime, then please let me know.

Yours sincerely

Gareth Shields  
**Regulatory Analyst**