

Agenda: Workshop on vulnerable consumers

Agenda for the workshop on vulnerable consumers.

From

Ofgem E-Serve

To

Stakeholders

Date

20 January 2011

Objective

The Prospectus identified a number of options for providing information and support to help vulnerable consumers access the benefits of smart metering. The rollout may also present an opportunity to provide vulnerable consumers with broader help and assistance. This workshop will explore the opportunities and challenges for vulnerable groups during rollout. It will also consider what support and protection might be appropriate to promote and protect their interests before, during and after the installation visit.

Agenda

- 1. 13.00 – 13.15** Welcome and introduction
- 2. 13.15 – 15.40** Discussion on the questions set out below
- 3. 15.40 – 16.00** Review and wrap up

What particular needs might different groups of vulnerable consumers have during the rollout of smart metering?

- What aspects of smart metering might vulnerable consumers need help and support with?
- What information and practical assistance might help vulnerable consumers realise the benefits of smart metering?
- What additional protections may be necessary to ensure security during the installation visit?
- To what extent are there already initiatives in place which could meet the specific needs of some vulnerable consumers?
- Which groups of vulnerable consumers would benefit from support and assistance during rollout?
- What other opportunities might smart metering present for providing help and support to vulnerable consumers?

How might the specific needs of different groups of vulnerable consumers be addressed?

- What roles should government, energy suppliers, local authorities and other parties play in supporting vulnerable groups?
- What are the options for providing information, advice and practical support during rollout?

- How will different groups of vulnerable consumers be identified?