

***By Email***

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Rebecca Langford,  
Consumer Policy,  
Ofgem,  
9 Millbank,  
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26<sup>th</sup> August 2014

Dear Rebecca,

**REVIEW OF THE PRIORITY SERVICES REGISTER**

The review of the Priority Services Register (PSR) is a welcomed effort to add value to the industry and to customers across Great Britain. The MRA Executive Committee (MEC) supports Ofgem's intentions for improving the service for vulnerable consumers and the proposals for the PSR and consider a centralised system, backed by robust industry-led governance, to be a good option.

The Master Registration Agreement (MRA) sets out the terms for the provision of Metering Point Administration Services (MPAS), and procedures in relation to the Change of Supplier (CoS) process for any premise/metering point. As such, MEC may be in a position, from an electricity perspective, to provide support to Ofgem work to further develop the proposals in the consultation. In addition, MEC has experience of introducing centralised systems to the industry with the Green Deal Central Charge database and, prior to that, the Electricity Central Online Enquiry Service (ECOES).

ECOES, which was originally designed to assist Suppliers in the customer transfer process, by allowing the triangulation of data, has now expanded to provide further benefits to the electricity industry. It is now used as a validation tool for other industry databases such as the Green Deal Central Charge Database, the Microgeneration Certification Scheme Database, as well being central to the allocation of prepayment transactions.

A centralised PSR could provide a single point of contact for interested parties (Suppliers, Distribution Businesses etc.), avoiding duplication, particularly in case of emergency. ECOES could be viewed as a pragmatic solution for the identification of Priority Service customers, initially within the electricity sector, as ECOES is an industry owned and governed database. ECOES has the necessary infrastructure, security arrangements and reporting tools to expand its purpose and is already used by all electricity Distribution Businesses, Suppliers and their agents.

Using an existing database, like ECOES, has a number of associated benefits. These include holding roughly 30 million records, which is a good approximation of the number of domestic and non-domestic properties in Great Britain. The data held in ECOES could thus act as a starting point for an electricity PSR with a potential to expand its scope to include gas Priority Service data.

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We believe using ECOES for Priority Services may be worth consideration and would be happy to meet with you to discuss it further. If you have any questions in the meantime, or there is any immediate support we can provide for your work, please do not hesitate to contact us.

Yours sincerely,

Alex Travell