

Response to Priority Services Register from Welsh Government

Rebecca,

Please accept my apologies for missing the deadline for the above consultation. I hope you can still consider the following as the response from the Welsh Government:

In response to your consultation on the Review of the Priority Services Register, Welsh Government supports the principles of making the objectives for PSR clearer, and ensuring it is better targeted and that it reflects technological advances being made. We welcome the proposal to target a wider group of vulnerable households than just those who are disabled, chronically sick and of pensionable age, but customers who are currently on a PSR should not be removed from the register without their consent. We also support the proposal that a minimum set of services should continue to be prescribed but would recommend that the services for customers with communication needs should include those who have difficulties with numeracy and literacy and need additional support to understand bills, the support available to them and how to complain about services.

We welcome the sharing of data between organisations which enables vulnerable customers to maximise the benefits they receive from a simplified process, however it is important to ensure that customers give their consent and fully understand how their data will be shared and that all data protection principals are adhered to. Energy suppliers, DNOs and GDNs themselves are better placed to advise on the practicalities of sharing information and data with each other. We also support the proposal to develop a consistent set of codes to facilitate the sharing of information about a customers' needs with a new supplier.

We support the proposal of developing a single cross-industry brand to raise awareness of priority services and the publication of a guidance document to help providers to promote the services. It is essential that priority services are highlighted on customer's bills and annual statements and on energy company websites in a language that clearly describes the services that can be offered and how to access them.

Kind regards,

Kate Smith

Fuel Poverty Policy Manager

Effeithlonrwydd a Thlodi Tanwydd - Energy Efficiency & Fuel Poverty

Yr Adran Cyfoeth Naturiol - Department for Natural Resources

Llywodraeth Cymru - Welsh Government