

Bhavika Mithani
Consumer Policy Manager
Sustainable Development
Ofgem
9, Millbank
London
SW1P 3GE

Wales & West House
Spooner Close
Celtic Springs
Coedkernew
Newport NP10 8FZ
Telephone/Ffôn: **0800 912 29 99**
Fax/Ffacs: **0870 1450076**
Email/Ebost: enquiries@wwutilities.co.uk
www.wwutilities.co.uk

Tŷ Wales & West
Spooner Close
Celtic Springs
Coedcernyw
Casnewydd NP10 8FZ

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Review of the Priority Services Register – Update and Next Steps

Dear Bhavika,

Wales & West Utilities Limited (WWU) is a licensed Gas Distribution Network (GDN) providing Gas Transportation services for all major shippers in the UK. We cover 1/6th of the UK land mass and transport gas to over 2.4 million supply points.

We welcome Ofgem's recent publication of the Update and Next Steps for its Review of the Priority Services Register (PSR). Safeguarding the needs of our vulnerable customers is one of our key concerns and as such we are supportive of Ofgem's aim to ensure that its non-financial provisions for vulnerable customers are better targeted and provide effective protections.

Energy Networks Association (ENA), the industry body for UK and Ireland gas and electricity transmission and distribution networks, has responded on behalf of the Gas and Electricity Distribution members. We refer you to their response and would like to echo our support of all the points made therein.

However, we would like to take this opportunity to comment on one area of the 'Services' section.

Carbon Monoxide (CO): We remain supportive of the All Party Parliamentary Carbon Monoxide Group (APPCOG) suggestion to install of CO alarms in vulnerable customers' households. These act as a vital second line of defence for customers. In the first two years of RIIO-GD1 we have provided over 14,000 alarms to vulnerable customers and will continue our efforts to ensure no person is harmed by accidental CO poisoning.

We feel that Ofgem should maintain the onus on the entire industry to take responsibility for the provision of CO alarms for vulnerable customers. CO should be a shared responsibility and whether it is with alarms, raising awareness or inspiring behaviour change amongst customer. In this respect we believe Ofgem should require suppliers to do more in this space, as it is not simply a networks issue.

Yours sincerely,



Steve Edwards
Head of Regulation
Wales & West Utilities

Smell gas? Call us!
Aroglu nwy? Ffoniwch ni!
0800 111 999

All calls will be recorded and may be monitored
Bydd yr holl alwadau'n cael eu cofnodi ac
fe allant gael eu monitro