

16 February 2016

Bhavika Mithani
Ofgem
9 Millbank
London
SW1P 3GE

Dear Bhavika

Priority Services Register Review – Final Proposals

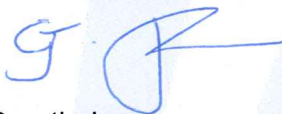
Many thanks for your consultation document in relation to the above.

The Appendix to this letter provides answers to the specific questions asked.

In summary, we can confirm that, with the exception of the few clarification points noted in the attached Appendix, we are supportive of the final proposals detailed.

If you wish to discuss any aspect of our response, please don't hesitate to contact me.

Yours sincerely



Gareth Jones
Regulation Manager

Appendix

Question 1: Do you agree with our final proposals for enhancing eligibility and customer identification and the associated proposed licence conditions?

We are in agreement with the final proposals for enhancing eligibility and customer identification and the associated proposed licence conditions.

Question 2: Do you agree with our final proposals for amending the PSR services and the associated proposed licence conditions?

We are in agreement with the final proposals for amending the PSR services. In relation to the associated proposed licence conditions, the term "PSR services" needs to be defined.

In addition, please note that for Standard Special Condition D13, paragraph 9 of the proposed licence condition should refer to "Standard Special Condition D14" and not "Standard Condition 18".

Question 3: Do you agree with our final proposals for recording and sharing information about customers in vulnerable situations and the associated proposed licence conditions?

We are in agreement with the associated proposed licence conditions for recording and sharing information about customers in vulnerable situations. However, whilst the drafting of the licence condition is consistent with our understanding that GDNs will not be required to establish and maintain a PSR, further clarity is required in relation to the final proposals which state that "all companies should record relevant information about customers in vulnerable situations".

Question 4: Do you agree with our final proposals for raising awareness of the priority services, including any specific suggestions for energy companies to raise awareness?

We are in agreement with the final proposals for raising awareness of priority services.

Question 5: Do you agree with our final proposals for the approach to monitoring energy company performance?

We are in agreement with the final proposals for the approach to monitoring energy company performance.