



Making a positive difference
for energy consumers

Direct Dial: 020 7901 7368
Email: vulnerability@ofgem.gov.uk
Date: 13th June 2016

Statutory consultation on reforming the Priority Services Register

We want domestic energy consumers in vulnerable situations to access the support they need to fully engage with the energy market. Companies are required to support these consumers via Priority Services Registers (PSRs) – but we think PSR arrangements can be improved and that companies can do more to help these customers.

This statutory consultation and the accompanying Notices give you formal notice as a relevant licence holder¹ that we are proposing to modify the licence you hold to improve PSR arrangements. The deadline for responses to this statutory consultation is 15 July 2016. Whilst we have enclosed all the Notices which apply to each type of relevant licence holder, you do not need to respond to proposed licence modifications which are not relevant to you.

Yours faithfully,

Jonathan Blagrove
Senior Manager – Consumer Vulnerability Strategy

¹Holders of either:

- an electricity supply licence who are relevant licence holders for the purpose of section 11A(10) of the Electricity Act 1989;
- a gas supplier licence ("licensees") who are relevant licence holders for the purposes of section 23(10) of the Gas Act 1986;
- an electricity distribution licence who are relevant licence holders for the purpose of section 11A (10) of the Electricity Act 1989; or;
- a gas transporter licence ("licensees") who are relevant licence holders for the purpose of section 23(10) of the Gas Act 1986.