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18 February 2016

Dear Bhavika

Priority Services Register Review – Final Proposals

Thank you for the opportunity to respond to your consultation that sets out Ofgem's final proposals following a review of the Priority Services Register (PSR).

In summary, we are supportive of Ofgem's final proposals and we will continue to work with all industry stakeholders to achieve the best outcomes for consumers and in promoting the benefits of the PSR.

Our responses to the individual questions raised in your consultation are set-out below for your reference.

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

We agree with Ofgem's final proposals for enhancing eligibility and customer identification.

In respect of Gas Distribution Networks (GDNs), we consider the proposed changes to the licence conditions appear to be fit for purpose.

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

We agree with Ofgem's final proposals for amending the PSR services and the proposed licence conditions.

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 support a more co-ordinated approach to sharing data consistently across industry. More work needs to be undertaken by all industry participants and stakeholders to ensure data is shared as effectively and efficiently as possible, but we consider Ofgem's final proposals provide the right incentives to make this happen.

We agree there should be no formal licence obligation for GDNs to maintain their own PSR.

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

We consider that a co-ordinated industry approach should be taken to help raise awareness of the PSR. It is important for all industry participants to work together in developing further information material and to promote stakeholder awareness of the PSR services available.

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

We agree with Ofgem's final proposals in respect of future monitoring of performance in this area.

Should you require any further information with regards to our response then please do not hesitate contacting me at paul.mitchell@sgn.co.uk or on 07584 011046.

Yours sincerely,

Paul Mitchell
Regulation Manager