

Good afternoon Andrew and Jonathan,

In response to the consultation regarding changes to PSR SLC26, Economy Energy has the following feedback:

**1. Do you have any comments about the overall process adopted for this consultation?**

No, Economy Energy takes the register very seriously and agrees on taking a joint approach across the industry and raising the profile of vulnerability.

**2. Do you have any comments about the overall tone and content of the document?**

Concise and to the point, well written and easy to follow.

**3. Was the document easy to read and understand? Could it have been better written?**

See above

**4. Did the document's conclusions provide a balanced view?**

Yes, however there will always be ambiguous situations that will be down to supplier interpretation and the user talking to the customer.

**5. Did the report make reasoned recommendations for improvement?**

Yes

**6. Please add any further comments:**

Economy Energy feels that the term PSR alludes to the fact that a customer is signing up for something, however we feel that the suggested use of just 'Priority Services' does not suggest that you are meeting the needs of vulnerable customers. We feel that keeping the term as PSR would be beneficial as customers are already aware of this and the renaming may cause confusion and unnecessary rebranding. Although we do agree that it should be a generic term across the industry as currently there are slight variations.

Kind regards,

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