

Jonathan Blagrove
Ofgem
9 Millbank
London
SW1P 3GE
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via Email: vulnerability@ofgem.co.uk

Dear Jonathan,

Thank you for the opportunity to feed into the Statutory Consultation regarding the proposed changes to the Priority Services Register.

We have reviewed the consultation which was published on 13th June 2016 and Good Energy is supportive of moves to improve the Priority Services Register. These changes are viewed by Good Energy as a great way forward and given that some consumers don't fit in to the current eligibility, these proposed changes therefore allows those consumers to benefit from the services offered under the PSR.

At this current moment we are in the process, as part of our growth plans, implementing a new website and a new Customer Management System. The implementation of which will be completed by the end of quarter three 2016. Whilst we endeavour to implement changes to our website and Customer Management System as soon as technically feasible, we plan to ensure all staff training, awareness and where possible, non-technical changes are identified and implemented as soon as the changes proposed come into effect.

It would assist our planning and execution of the required changes, given our period of system development a clear timescale as to when the changes to the Priority Service Register are due to come into effect, your consultation doesn't give indication. Our assumption is 1 month plus 56 days from the close of this consultation, your confirmation would be appreciated.

Should you require any further information please feel free to contact me.

Kind Regards,



Amrit Singh
Retail Compliance Coordinator
Good Energy