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Dear Jonathan

RE: Priority Service Register Review - Statutory Consultation

Thank you for the opportunity to respond to the consultation letter on the above. Affordable energy and protection for energy consumers in vulnerable situations are crucial issues for the London Borough of Islington. The points below are informed by our experience of providing energy advice to thousands of vulnerable residents in Islington and beyond each year.

We broadly welcome Ofgem's continued work to improve outcomes for customers in vulnerable situations. We see this consultation as a step in the right direction and approve of its overall intentions.

We recognise the need to offer suppliers an extension to introduce mechanisms for data sharing in section 4.9. We would however encourage that no more extensions are offered after this one.

We are strong supporters of a universal brand for the Priority Services Register mentioned in paragraph 5.9. We feel however that Ofgem simply encouraging it will not achieve this. We would like to see the use of the term "priority service" included in licence conditions in the future.

Paragraphs 5.9 through to 5.12 discuss promotion. Local authorities working with licensees to identify and refer to Priority Services Registers has proven very effective in Islington. Last year we referred around 900 vulnerable households to UK Power Networks for inclusion on their register. We also identify around 1,200 households in vulnerable situations to their supplier every year through our bulk data sharing agreement with the larger suppliers. We currently do this at no cost to licensees. We would welcome help from licensees to replicate Islington's work in other boroughs and feel this presents one of the best value for money ways of promoting the register.

We strongly welcome the intention in paragraph 6.13, which extends the register to IGTs and IDNOs. We hope that movement towards a universal Priority Services Register continues and that this will make it cost effective for smaller licensees.

Yours sincerely



John Kolm-Murray
Seasonal Health & Affordable Warmth Co-ordinator
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