

Ofgem Statutory Consultation in relation to Priority Services Register Review (June 2016)

OVO Energy's response

15th July 2016

Background

- 1.1. In OVO's response to Ofgem's consultation published on 17th December 2015, OVO broadly supported the proposals and the move towards a more principles based approach to reforming the Priority Services Register (**PSR**).
- 1.2. While we support the final proposals in this statutory consultation, as stated in our previous response, substantial work is still needed in order to ensure that data sharing between suppliers works as effectively and efficiently as possible.

Data sharing - next steps

- 1.3. It is well acknowledged that suppliers are not always best placed to identify whether a customer is vulnerable or not. Therefore it is critical that a framework is developed to facilitate data sharing between suppliers and other organisations (e.g., Citizens Advice), and *between suppliers* when customers switch. This will ensure that the PSR has the most up-to-date and accurate information about a customer's vulnerability, and to avoid customers losing PSR coverage during the switching process.
- 1.4. In order to ensure data sharing can be implemented as efficiently as possible from cost and operational perspectives, Ofgem should consider how supplier-to-supplier data sharing can be facilitated as part of their reliable next-day switching project. The centralised registration system (**CRS**) would be the ideal host of PSR data.
- 1.5. OVO therefore welcomes the delayed June 2017 deadline for implementing the revised data sharing arrangements, which will give more time for the CRS to be developed. The upcoming code modification process around data sharing should be aligned with the faster switching process to avoid duplication and ensure any solution can be integrated into the CRS as easily and cost efficiently as possible.