

**FAO: Jonathan Blagrove**

Dear Jonathan,

Apologies for the lateness of our response to the above consultation.

Officials in the *Environment and Sustainable Development* Directorate of Welsh Government are grateful for the opportunity to comment on OFGEM'S proposals as part of the Priority Services Register (PSR) Review.

We broadly welcome the proposed changes, particularly those extending eligibility to include families with children under five. We have recently published research undertaken by the Centre for Sustainable Energy (CSE) looking at the characteristics of low income households most at risk from living in cold homes. I have included a link below which you may find useful.

<http://gov.wales/statistics-and-research/understanding-characteristics-low-income-households-risk-living-cold-homes/?lang=en>

In our view, effective promotion of the PSR will be key to ensuring vulnerable households receive the intended services. Companies should build on existing best practice in order to achieve this and to deliver positive consumer outcomes.

Kind regards,  
Paul

**Paul Moyle**

Rheolwr Polisi Tlodi Tanwydd / **Fuel Poverty Policy Manager**

Y Tîm Effeithlonrwydd Ynni Domestig a Thlodi Tanwydd / **Domestic Energy Efficiency and Fuel Poverty Team**

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