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14 May 2015

Dear Bhavika,

Review of the Priority Services Register – update and next steps

Thank you for the opportunity to respond to your updated position on the key aspects of your Consumer Vulnerability Strategy. We support all three proposed changes to the 'core' group eligibility criteria.

We also welcome your acknowledgement of the work undertaken to date by the Customer Safeguarding Working Group to develop further the 'needs' codes and how they identify with the 'core' groups as well as how data sharing between energy companies can be improved.

We support the continuation of this work in order to develop further a sub-set of need which will result in a more focused service to these customers. As an example the 'chronically sick' core group is likely to include 'medically dependent' so it is essential that such a need is identified as a unique needs code.

Data sharing is very important, but more important is that the industry receive the right type of information, including contact details of the vulnerable customer, and it is updated when it changes.

We will continue to support the development of Consumer Vulnerability Strategy and thereafter its implementation.

Yours sincerely,

A handwritten signature in blue ink that reads "Sarah Walls".

Sarah Walls
Head of Economic Regulation