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Bhavika Mithani
Consumer Policy Manager
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Ofgem
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14 May 2015

Dear Bhavika,

SGN response on the Review of the Priority Services Register – Update and Next Steps

Following the release of your consultation on 26 March 2015 regarding the review of the Priority Services Register (PSR), we note the Energy Networks Association (ENA) has submitted a response on behalf of all network companies.

We support the ENA's submission in respect of gas distribution network (GDN) companies. The ENA's response raises some questions that will need to be clarified moving forward, especially in respect of the Standards of Performance Regulations, and we look forward to learning of Ofgem's response.

We would like to reaffirm that SGN already has in place robust processes for assisting and supporting vulnerable customers in times of need, such as supply interruptions and any other events that may unexpectedly occur on our networks.

Ofgem can also be reassured that we are working with other GDNs and the electricity distribution network operators (DNOs) to trial the identification, recording and sharing of data in respect of vulnerable customers across our networks.

We remain committed to working with other GDNs and DNOs to deliver the best and most efficient outcomes for our stakeholders, and we would be willing to discuss any aspect of the PSR, and the future obligations of GDNs, with you moving forward.

Should you require any further information with regards to our response then please do not hesitate to contact either Maureen McIntosh at maureen.mcintosh@sgn.co.uk or myself at paul.mitchell@sgn.co.uk .

Yours sincerely,

Paul Mitchell
Regulation Manager