



Making a positive difference  
for energy consumers

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## **Modifications decision on reforming the Priority Services Register**

We want to ensure that consumers in vulnerable situations can access the support services they need relating to their safety, access and communication needs when engaging with the energy market. Companies are required to provide certain free non-financial services via Priority Services Registers (PSRs) – but we think these arrangements can be improved and that companies can do more to help these customers.

This Modifications decision and the accompanying Notices of Reasons give you formal notice as a relevant licence holder<sup>1</sup> that we are proposing to modify the licence you hold to improve PSR arrangements. The modification will take effect on and from 1 January 2017. We have enclosed all the Notices, which apply to each type of relevant licence holder.

Yours faithfully,

**Jonathan Blagrove**  
**Senior Manager – Consumer Vulnerability Strategy**

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<sup>1</sup>Holders of either:

- an electricity supply licence who are relevant licence holders for the purpose of section 11A(10) of the Electricity Act 1989;
- a gas supplier licence (“licensees”) who are relevant licence holders for the purposes of section 23(10) of the Gas Act 1986;
- an electricity distribution licence who are relevant licence holders for the purpose of section 11A (10) of the Electricity Act 1989; or;
- a gas transporter licence (“licensees”) who are relevant licence holders for the purpose of section 23(10) of the Gas Act 1986.