

## Citizens Advice Wales – WHD Safeguard Tariff Response (Email)

I would ask you to take into account, this response to your consultation on the vulnerable customer safeguard.

We obviously welcome proposals that will ameliorate fuel poverty, but would like to raise the following points, and would request that you reconsider some elements of your proposals.

1. I am concerned about the effects of this proposed policy on any consumers, who currently are with suppliers who do not have to offer the WHD, who meet the WHD criteria, and who are on a tariff that is more expensive than the proposed cap. Would it not be more equitable, that **all suppliers** would have to offer the capped tariff to any of their consumers who meet WHD criteria?
2. We have seen several recent examples of the following, which means, I am also concerned about the fact that under the current broader group WHD criteria, a fuel poor single person, or fuel poor couple without children, on a job seeking benefit, whether JSA (IB) or UC, who get HB, and or CTR, does not qualify for WHD. People in this criteria therefore would not qualify for the proposed new tariff. Consumers in this criteria, are often in acute fuel poverty, who are putting their health at risk, by under heating their homes. Can people in this criteria please be included in WHD, and the new cap?

Thank you for taking this response into account.

Yours faithfully,

William

William Jones  
Energy Champion