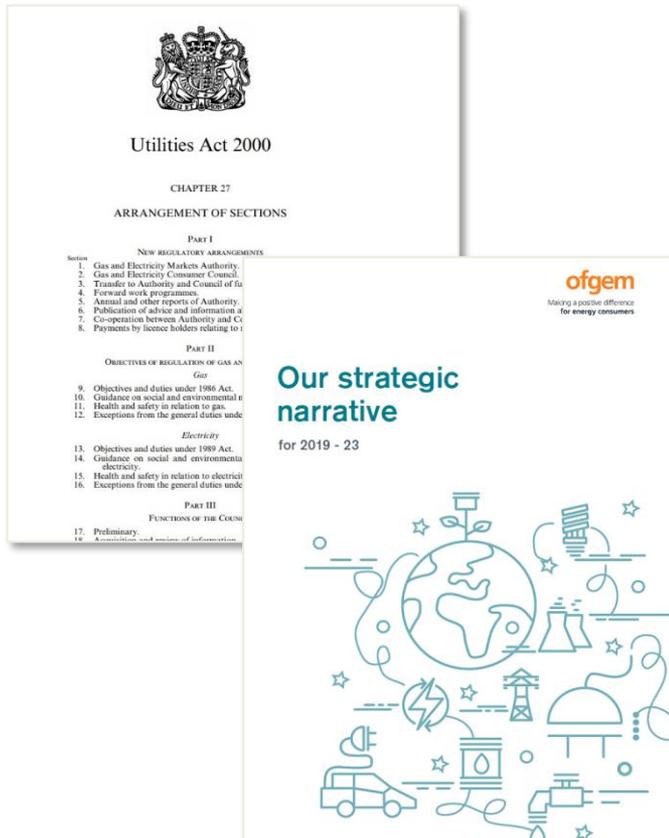


Supporting vulnerable consumers

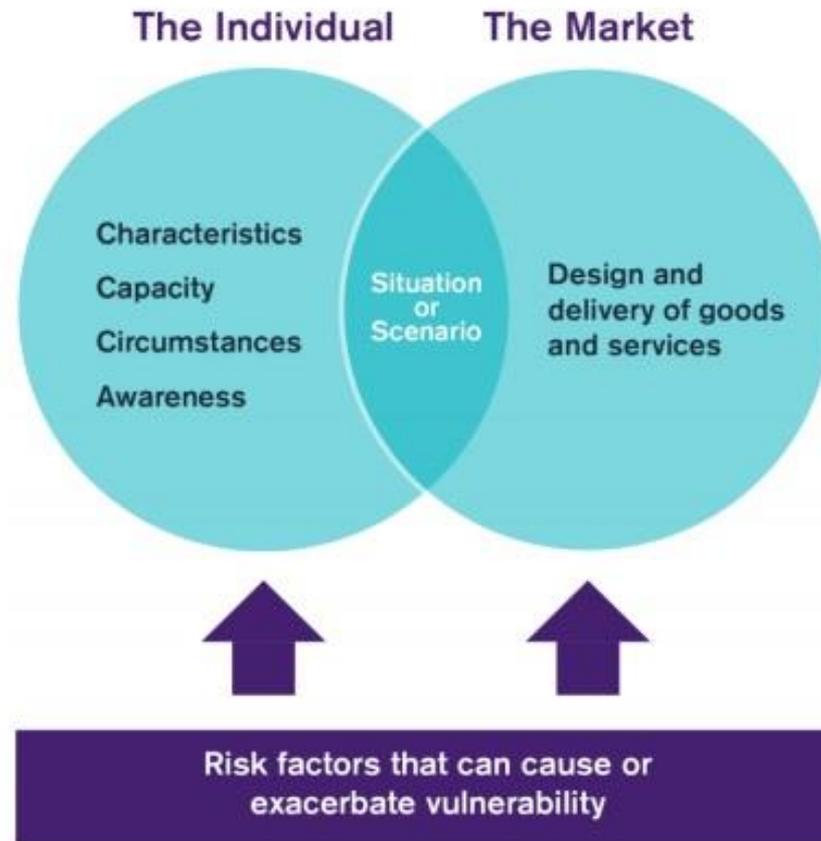
ALEO London



**Dennis Berg, Senior Manager –
Vulnerability and Consumer Policy**
1/10/2019



- Our **principal duty** is to protect the interest of current and future consumers
- Protecting consumers, especially those in vulnerable situations, is a key priority for Ofgem as set out in our **Strategic Narrative 2019-23**
- We are finalising our updated **Consumer Vulnerability Strategy** to ensure the market delivers for consumers in vulnerable situations



Nearly eradicated **disconnections** for debt – down to 6 in 2018 from 5,727 in 2007

Successfully administered **WHD** delivering £140 rebates to 2.2m consumers in 2018

Through our incentives, gas distribution companies have **connected 64,000 households to the gas grid** and given these households access to a cheaper source of fuel

Protected consumers from excessive **warrant costs**, expected to save them £18m

Taken strong **compliance and enforcement** action

Put in place **price protections** for consumers on standard and prepayment tariffs

We have implemented **backbilling** protections to protect consumers from shock bills.

Improved the **Priority Services Register** and expanded its eligibility criteria

Increased **market transparency** by publishing the annual vulnerability report, our state of the market report and our consumer impact report

Introduced a new **vulnerability principle** to ensure companies put vulnerability at the heart of their business

- Our draft strategy to support consumers in vulnerable situations until **2025**
- **2** strategic questions
- **5** themes
- **5** priorities for the first year of the strategy
- **14** outcomes

The screenshot shows the Ofgem logo at the top right with the tagline 'Making a positive difference for energy consumers'. Below it is the title 'Consultation'. A table provides key details about the draft strategy, including the publication date, response deadline, contact person, team, and email. Below the table, there is a paragraph explaining the consultation process and a section for the Open Government Licence, which includes the text of the licence and contact information for Ofgem.

Draft Consumer Vulnerability Strategy 2025	
Publication date:	13 June 2019
Contact:	Mehina Tewari, Head of Vulnerability and Consumer Policy Dennis Berg, Senior Manager
Team:	Vulnerability and Consumer Policy
Response deadline:	8 August 2019
Tel:	020 7901 7000
Email:	CDconsultations@ofgem.gov.uk

We are consulting on our updated Consumer Vulnerability Strategy (CVS2025). When finalised, the strategy will build upon the already extensive work delivered under our 2013 Consumer Vulnerability Strategy, and will set out our priorities to help protect gas and electricity consumers in vulnerable situations until 2025. The draft strategy is informed by extensive stakeholder engagement, including events held in Cardiff, Glasgow and London, interviews with academics and other experts and responses to our open letter published in December 2018.

This document outlines the scope, purpose and questions of the consultation and how you can get involved. Once the consultation is closed, we will consider all responses. We want to be transparent in our consultations. We will publish the non-confidential responses we receive alongside a decision on next steps on our website at www.ofgem.gov.uk/consultations. If you want your response – in whole or in part – to be considered confidential, please tell us in your response and explain why. Please clearly mark the parts of your response that you consider to be confidential, and if possible, put the confidential material in separate appendices to your response.

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Do stakeholders agree with our proposed approach on affordability?

If there is anything else we can do through energy regulation to assist consumers in vulnerable situations?

- Improving **identification** of vulnerability and smart use of data
- Supporting those **struggling with their bills**
- Driving significant improvements in **customer service** for vulnerable groups
- Encouraging positive and inclusive **innovation**
- **Working with others** to solve issues that cut across multiple sectors.

- Create an **analytical framework** to consistently assess the impact of our policies on particular groups of consumers in vulnerable situations
- Strengthen protections to protect consumers in vulnerable situations from **self-disconnecting** their pre-payment meters.
- Strengthen the **Ability To Pay** principles to support consumers in payment difficulty
- Consult on our proposals for the **future energy retail market**, including future price protection.
- Propose a requirement on **gas network** companies to adhere to a **vulnerability principle**, similar to the obligation that we have placed on gas and electricity suppliers.

What are your views on the draft strategy?

What work should we do in future years?

How can Ofgem work more closely with ALEO?

Our core purpose is to ensure that all consumers can get good value and service from the energy market. In support of this we favour market solutions where practical, incentive regulation for monopolies and an approach that seeks to enable innovation and beneficial change whilst protecting consumers.

We will ensure that Ofgem will operate as an efficient organisation, driven by skilled and empowered staff, that will act quickly, predictably and effectively in the consumer interest, based on independent and transparent insight into consumers' experiences and the operation of energy systems and markets.