

Local Authorities Q&A for Energy Companies' Priority Services Register

What does this scheme mean for CEVs?

- Energy suppliers are required by the regulator, Ofgem, to hold a register of customers who may need additional support called a Priority Service Register.
- If you are clinically extremely vulnerable you fall within Ofgem's definition of a customer in a vulnerable circumstance and therefore you should speak to your supplier if you would like to be added to this register. You will not need to provide evidence that you are clinically extremely vulnerable.
- The additional services provided to you will include accessible billing, safety measures when someone from the energy supplier needs to enter your home, being able to nominate someone to manage communications on your account and whether a prepayment meter is appropriate for your situation.
- Suppliers have also agreed to provide additional support to consumers in financial difficulty during the pandemic, which could include pausing debt repayments, stopping disconnections, sending you prepayment top ups if you cannot leave the house and referring you to independent debt advisors for support.
- Please contact your energy supplier for more information or visit:
<https://www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/extra-help-energy-services/priority-services-register>

Will this require any additional support from councils?

- No. However, we expect there could be a rise in questions to local councils on this topic once the Shielding guidance has been updated on Gov.uk. If this occurs, please advise CEVs to contact their energy supplier to discuss the details. Further information is also available at: <https://www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/extra-help-energy-services/priority-services-register>

Will CEVs be required to provide evidence that they are vulnerable to receive help?

- No. Energy companies do not usually require evidence when adding vulnerable consumers to the PSR, as this is usually done on the basis of a conversation between the consumer and the supplier. Therefore, we do not expect that suppliers will ask for proof of CEV status.

Is this scheme only available to CEVs?

- No. The Priority Services Register is available to all vulnerable consumers. For more information on the definition of who is classed as vulnerable, please see link here <https://www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/extra-help-energy-services/priority-services-register>

Are we able to share SPL data with energy companies if they approach us to assist them in identifying vulnerable consumers?

- Sharing SPL data with utility companies is not permitted, including during emergency incidents.
- SPL data cannot be shared for the purpose of offers of, or provision of support relating to social vulnerability, wider welfare checks or related assistance.

- You must not share SPL data with local delivery partners such as food outlets, emergency services or others where they are offering or providing wider social or welfare support and not providing direct care to clinically vulnerable patients.
- Please refer to MHCLG Data Sharing Guidance on CEVs for any further information – your DPO, IG Lead or Covid-19 data lead in your LA should have this guidance.