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## Refining the Vulnerable Customer Needs Codes Priority Service Register (PSR)

# Overview

- Ofgem have made a decision to modify the gas and electricity supply, electricity distribution and gas transporter licenses for PSR arrangements
- As part of these changes, there is an expectation that more accurate and efficient sharing of customer vulnerability information between the energy sector will be delivered.
- Ofgem envisaged this will be facilitated by using revised 'Needs Category Descriptions' as developed by the Safe Guarding Customers Workgroup.
- To facilitate this, there are currently three changes within SPAA covering at least one of the below points:
  - Implementation of new needs category descriptions and numbering
  - Mapping of existing needs category descriptions to new needs category descriptions
  - Implementation of governance rules

<https://www.ofgem.gov.uk/publications-and-updates/decision-modify-gas-and-electricity-supply-electricity-distribution-and-gas-transporter-licences-psr-arrangements>

# Current Status

- Change proposal's 16/370, 16/370A and 16/370B are currently issued for industry consultation.
- Consultation closes on 10<sup>th</sup> April 2017.
- As a result of consultation responses – proposers may wish to make amendments to solutions and proposed implementation dates considering industry feedback.
  - Please note - there is a dependency on UKLP implementation and stability which may impact change proposal implementation timescales.

# CP 16 370 – EON

## OBJECTIVE

- Introduction of the new 'Needs Category descriptions' which will align to the descriptions agreed at the SCWG
- Numeric values will differ from equivalent Electricity MRA change

## CHANGE REQUIRED

- Minimal change required to S84 record - reutilising the current gas 'Needs Category Codes' where possible, and introducing new 'Needs Category Codes' where these have been developed and agreed at the SCWG

## IMPLEMENTATION

- 1<sup>st</sup> June 2017 – although it is likely this will change to a future 'fix date' yet to be determined.

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# CP 16 370 – EON

Current wording	To be wording		
		28	Physical impairment
		29	Unable to communicate in English
		30	Dementia(s)
3 SEUC Unclassified	Not used	31	MDE electric showering
4 Aged 60+	Pensionable age	32	Careline/telecare system
5 Blind		33	Medicine refrigeration
6 Braille User	Not used	34	Oxygen Use
7 Poor Sight	Partially sighted	35	Families with young children 5 or under
8 Deaf	Hearing/speech difficulties (inc. Deaf )	36	Mental health
9 Poor Hearing	Not used	37	Additional presence preferred
10 Poor Speech	Not used	38	Temporary - Life changes
11 Poor sense of smell		39	Temporary - Post hospital recovery
12 Arthritic Hands	Restricted hand movement	40	Temporary - Young adult householder (<18)
13 Arthritic All	Unable to answer door/restricted movement		
14 Poor Walking	Not used		
15 Wheelchair	Not used		
16 Bedridden	Not used		
17 Mental Handicap	Developmental condition		
18 Confused	Not used		
19 Serious Illness	Chronic/serious illness		
20 Other	Not used		
21 Heart Condition	Not used		
22 Breathing Difficulty	Not used		
23	Nebuliser and apnoea monitor		
24	Heart, lung & ventilator		
25	Dialysis, feeding pump and automated medication		
26	Oxygen Concentrator		
27	Stair lift, hoist, electric bed		

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# CP 16 370A - SSE

## OBJECTIVE

- Needs Category Descriptions and numbering to align to the Electricity MRA change
- Creation of rules associated to mapping of existing Category codes to new Category codes and descriptions
- New governance arrangements for;
  - Consent
  - Unable to communicate in English
  - Additional contact information
  - Temporary needs

## CHANGE REQUIRED

- New numbering convention for S84 record
- New rules possibly required to enable mapping of existing to new Category codes
- New data items required on S84 record for;
  - Consent
  - Effective end date for temporary codes, Unable to communicate in English and Alternative contact details

## IMPLEMENTATION

- Implementation currently proposed to be February 2018 in line with SPAA release
- Ofgem would like the changes in as soon as reasonably practicable and have an expectation this change would be prioritised as part of UKLP Release 2.

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# CP 16 370A - SSE

Current wording	To be wording 16/370A (SSE) (matches Electricity)	27	Poor sense of smell
1	Nebuliser and apnoea monitor	28	Restricted hand movement
2	Heart, lung & ventilator	29	Families with young children 5 or under
3 SEUG Unclassified	Dialysis, feeding pump and automated medication	30	Mental health
4 Aged 60+	Oxygen Concentrator	31	Additional presence preferred
5 Blind	Not used	32	Temporary - Life changes
6 Braille User	Not used	33	Temporary - Post hospital recovery
7 Poor Sight	Not used	34	Temporary - Young adult householder (<18)
8 Deaf	Blind		
9 Poor Hearing	Partially sighted		
10 Poor Speech	Hearing/speech difficulties (inc. Deaf )		
11 Poor sense of smell	Not used		
12 Arthritic Hands	Stair lift, hoist, electric bed		
13 Arthritic All	Not used		
14 Poor Walking	Pensionable age		
15 Wheelchair	Physical impairment		
16 Bedridden	Not used		
17 Mental Handicap	Unable to communicate in English		
18 Confused	Developmental condition		
19 Serious Illness	Unable to answer door/restricted movement		
20 Other	Dementia(s)		
21 Heart Condition	Not used		
22 Breathing Difficulty	Chronic/serious illness		
23	MDE electric showering		
24	Careline/telecare system		
25	Medicine refrigeration		
26	Oxygen Use		

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# CP 16 370B - WWU

## OBJECTIVE

- Needs Category Descriptions and numeric values will align to descriptions agreed at SCWG.
- Creation of rules associated to mapping of existing Needs Category codes to new Needs Category codes and Descriptions
- New governance arrangements for;
  - Consent
  - Additional contact information
  - Unable to communicate in English

## CHANGE REQUIRED

- Minimal change to S84 record, reutilising the current Needs Category codes where possible
- New rules possibly required to enable mapping of existing to new Category codes
- Minimal change to S84 record
  - 'Consent' to be added as new Needs Category code
  - 'Alternative contact details' to be added as new Needs Category code
- Minimal change to S83 record; Free format field to be extended to include;
  - Unable to communicate in English
  - Alternative contact detail information

## IMPLEMENTATION

- 5 months after PNID to align with the SPAA release date of 1<sup>st</sup> November 2017.

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# CP 16 370B - WWU

Current wording	To be wording 16/370 (EON) or 16/370B (Wales & West Utilities)		
1	Consent	27	Stair lift, hoist, electric bed
2	Additional contact	28	Physical impairment
3 SEUC-Unclassified	Not used	29	Unable to communicate in English
4 Aged 60+	Pensionable age	30	Dementia(s)
5 Blind		31	MDE electric showering
6 Braille-User	Not used	32	Careline/telecare system
7 Poor Sight	Partially sighted	33	Medicine refrigeration
8 Deaf	Hearing/speech difficulties (inc. Deaf )	34	Oxygen Use
9 Poor Hearing	Not used	35	Families with young children 5 or under
10 Poor Speech	Not used	36	Mental health
11 Poor sense of smell		37	Additional presence preferred
12 Arthritic-Hands	Restricted hand movement	38	Temporary - Life changes
13 Arthritic-All	Unable to answer door/restricted movement	39	Temporary - Post hospital recovery
14 Poor-Walking	Not used	40	Temporary - Young adult householder (<18)
15 Wheelchair	Not used		
16 Bedridden	Not used		
17 Mental Handicap	Developmental condition		
18 Confused	Not used		
19 Serious Illness	Chronic/serious illness		
20 Other	Not used		
21 Heart Condition	Not used		
22 Breathing Difficulty	Not used		
23	Nebuliser and apnoea monitor		
24	Heart, lung & ventilator		
25	Dialysis, feeding pump and automated medication		
26	Oxygen Concentrator		

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