



Rachel Strong
The Utility Regulator
Queens House
14 Queen Street
Belfast
BT1 6ED

26 June 2024

Dear Rachel,

Consultation on Code of Practice for Consumers in Vulnerable Circumstances Licence Modifications for Energy Companies.

Thank you for the opportunity to respond to the above consultation. These proposed licence modifications will facilitate the implementation of the Utility Regulator's (UR's) Code of Practice (CoP) for Consumers in Vulnerable Circumstances.

As previously stated, Evolve supports the implementation of the CoP and believe that it will ensure utility companies provide suitable support to consumers in vulnerable circumstances in a consistent way. We reiterate the importance of UR ensuring that appropriate allowances are provided under price control to support suitable resources and systems to facilitate the requirements of the CoP.

We note that the Best Practice Framework Decision Paper revised the requirement of industry working groups to develop industry procedures to meet the CoP requirements, and instead to focus on the implementation of a Customer Care Register. Evolve welcomes this approach and looks forward to the publication of the UR's Information Paper in relation to this.

Yours sincerely,

Mary O'Kane
Head of Regulation
Evolve