

Farr, Alison

From: Amanda.Martin@ards-council.gov.uk
Sent: 20 February 2009 15:00
To: Farr, Alison
Subject: Consultation on the Utility Regulator's Social Action Plan 2009-2014

Dear Alison,

Thank you for consulting with Ards Borough Council on the Utility Regulator's Social Action Plan 2009-2014. Your consultation document was considered at a recent meeting of the Council's External Affairs & Planning Committee where it was resolved to respond:-

- a. welcoming the holistic and co-ordinated response to tackling fuel and (potentially) water poverty;
- b. welcoming the forward work plan to reduce financial vulnerability and provide a special service to those who need it.
- c. seeking an assurance that advice and information will be provided in a range of formats and languages so that those who do not speak English well or at all are aware of the help available to them; and
- d. asking that as much assistance as possible be given to those who need it to manage debt and to avoid disconnection.

I hope that the above comments are of assistance to you.

Yours sincerely

Amanda Martin
Principal Administrative Officer
Ards Borough Council
Tel: 02891 824190