

CEO Name
CEO, Supplier

10 July 2020

Launch of the Vulnerability Commitment

Dear XX,

I am writing to invite you to sign up to Energy UK's Vulnerability Commitment.

As you'll be aware, the Commitment is a new voluntary agreement open to all domestic energy suppliers and has been created in response to the findings of the independent Commission for Customers in Vulnerable Circumstances (report available [here](#)). The Commission recommended that energy suppliers should adopt a new, independently monitored code of conduct to further improve standards of support for vulnerable households.

Since that time, we have been developing the Commitment in partnership with a wide range of energy suppliers, including both members and non-members, and with further contributions from Ofgem, BEIS, Citizens Advice, the Money Advice Trust, StepChange, Christians Against Poverty and the UK Regulators' Network.

We've also sought to ensure that the Commitment works for those it's intended to support. We held a series of face-to-face interviews with customers in vulnerable circumstances in February to see if the Commitment's purpose and aims are clearly understood and relevant to their needs. (The content of the Vulnerability Commitment is attached alongside this letter.)

Suppliers that are signed up to the Vulnerability Commitment will be eligible to receive three stars under the "Customer Guarantees" section of the Citizens Advice energy supplier rating, from the December 2020 release onwards.

The way suppliers have responded to supporting their most vulnerable customers during the COVID-19 crisis has been rightly praised. As we are all aware, many of our customers will be facing difficulties, financial or otherwise, for some time to come and it won't be an easy environment for suppliers either.

Signing up to a voluntary series of commitments above and beyond anything that has been required or asked of suppliers (either through licensing requirements or the recent COVID-19 principles) at this time will be a powerful statement - not only underlining the sector's ongoing efforts to help those most in need but also our pledge to continue doing so during such challenging times for everyone.

Energy UK

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The deadline for applications to be a founding signatory is the close of play on **31 July 2020**. The application process requires suppliers to commit to being compliant with the code by **1 January 2021**. The current Energy UK voluntary initiatives around vulnerability - the Safety Net and the Prepayment Meter Principles – are superseded by the Vulnerability Commitment and will therefore close when it goes live on 1 January 2021. We intend to have a ‘soft’ launch of the Commitment initially with a more formal, public presentation later in the year.

I'd encourage you all to carefully consider signing up to the Vulnerability Commitment. If you have any questions about how to sign up or anything else in relation to the Commitment, do please contact daniella.weduwer@energy-uk.org.uk and colin.brooks@energy-uk.org.uk.

Yours sincerely

Emma Pinchbeck
CEO
Energy UK