

### In the spotlight: our new report

#### Making better use of data: identifying customers in vulnerable situations

On 26 October, Ofwat and Ofgem, through the UK Regulators Network (UKRN), published their report: [Making better use of data: identifying customers in vulnerable situations](#). In this report we:

- Highlight positive collaboration already taking place between water and energy companies to better identify customers who might be in a vulnerable situation.
- Explore how companies can make better use of data and work towards sharing non-financial vulnerability data across sectors
- Set expectations for companies on how we'd like to see them move forward with this work and how we as regulators will contribute to and monitor developments.

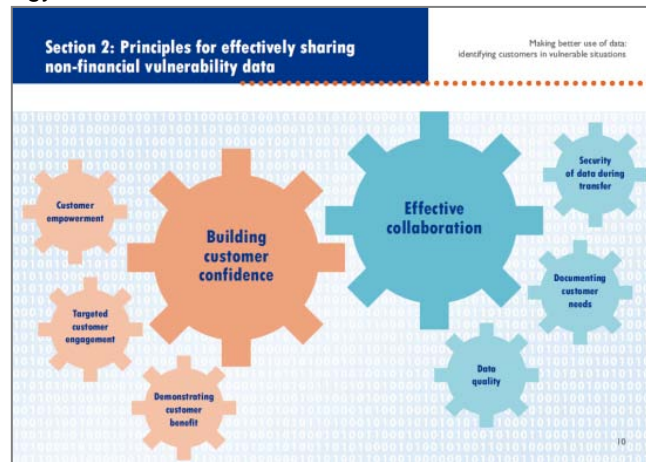
Vulnerability is an issue that shows no sign of abating and we think there is scope for water and energy to work more closely together, pooling their knowledge and insight, to better support customers. Energy and water companies have already collaborated to [signpost](#) one another's support services for customers. We want them to go further.

In this report, we have set out our expectations for both sectors, to work towards cross-sector sharing of non-financial vulnerability data.

We present principles to help companies move towards data sharing based on building customer confidence and effective company collaboration.

Building on the energy sector's [Safeguarding Customers Working Group](#), Water UK and the Energy Networks Association have [established a joint working group](#) to take forward cross-sector data sharing. Both water companies and energy network operators are participating in the group. Two of the companies (United Utilities and Electricity North-West) will also be launching a **pilot vulnerability data-sharing programme** in their region using live customer data in January 2018. Both regulators strongly support the establishment of the joint working group, and can see real benefit in the pilot initiative. The working group will report on their progress on a quarterly basis from January 2018. Ofwat and Ofgem, through the UKRN, are also committing today to publish a follow-up paper with updates on company progress in autumn 2018.

If you are interested in this work please contact: [vulnerability@ofgem.gov.uk](mailto:vulnerability@ofgem.gov.uk) or [ukrn@ofwat.gsi.gov.uk](mailto:ukrn@ofwat.gsi.gov.uk)



### Meet...

#### ...our members

#### 60 seconds with Ben Haden

**Meet Ben, the UKRN's Ofgem Principal, who talks about collaborating with colleagues across Ofgem and the UKRN networks, learning to climb and visiting Russia.**



#### What is your role at the UKRN? Tell us a bit about it...

I'm Ofgem's principal rep. This mainly involves helping colleagues in Ofgem get in touch with other regulators via the UKRN network, and pointing other regulators towards the right people in Ofgem when they have a question or idea. I also brief Martin Crouch and Dermot Nolan for their meetings as Senior Rep and CEO, ensuring they have the information they need on our involvement with UKRN.

#### What are the highlights and challenges of being a Principal?

The highlight is definitely the opportunity to talk to different teams around Ofgem, hear about what they are working on and then identify how the UKRN network can help them. I'd say the biggest challenge is keeping track of all the different UKRN projects or working groups Ofgem is involved with, because there are so many!

#### What sort of work do you do outside of the UKRN?

I work in Ofgem's 'Decision Support' team, which aims to improve the way

we make regulatory decisions. This includes tracking upcoming decisions so that our Board, GEMA, knows what is coming in advance and can be confident that an appropriate process has been followed. We also provide monthly summaries of external trends to the board, to give them context for decision making. Lately, we've also been closely involved in reforming the way our internal boards work.

#### If I bumped into you in the kitchen, what should I ask you?

Climbing. I've been learning with a group of friends for the last few months and am gradually overcoming my semi-fear of heights. There are a lot of experts who also work at Ofgem, so I benefit from a lot of tea-room advice.

#### And finally, what country would you love to visit and why?

Russia – I've been twice before but can't get enough. I'd love to go in winter and contrast it to my previous summer trips.



### News and activities

#### Welsh Language Bill consultation

The UKRN submitted a response to the consultation by the Welsh government on a proposal for a Welsh Language Bill. The letter was jointly agreed by those UKRN members for whom the consultation is relevant.

The response supports a review of the standards to ensure these are reasonable, proportionate, ensure accessible information is available for those using the Welsh language and encourage best practice.

#### Diversity Network

#### UKRN internal roundtable on Flexible Working

Thu 14 Dec, 10-11:30, CAA House

The group are holding a **Roundtable on Flexible Working** aimed at senior colleagues, exploring the benefits that flexible working can offer regulators and ways to overcome the challenges of implementation.

Please [email us](#) if you are interested

#### Vulnerability Network

Ongoing engagement with BEIS, sponsoring departments and relevant regulators, taking place following up on NAO report.

The group led a workshop on the FCA's Ageing Population paper and is considering future work with the Research Network on triggers for vulnerability.

Upcoming – meet Social Market Foundation on the 'poverty premium'.

Please contact [Sophie Richings](#) for more information.

#### Volunteers needed to help us arrange the 2018 UKRN Annual Conference!

Would you like to get involved in interesting work, meet colleagues across other regulators and grow professionally? We are already planning our 2018 UKRN Annual Conference and are looking for volunteers to help us arrange the event. Roughly one afternoon a week.

Please [get in touch](#) to discuss if interested!



#### UKRN Cyber Security Network

Relevant regulators with new duties under the incoming Security of Network Information Systems are now meeting quarterly with National Centre for Cyber Security, to share best practice.



#### The UKRN Project Management Network

Would you like to join an enthusiastic group of colleagues, that are passionate about promoting excellence in project management?

We are currently gathering case studies for our report and would love to hear about the successes and lessons learnt for projects across the network. More info [here](#).

Please [contact us](#) if you have examples to share or if you simply want to know more!

### Events



#### 31 October - Big data, bigger challenges: how markets will serve the consumer of the future?

This event was designed as an opportunity for regulators to hear directly from consumer groups and experts on their thoughts on the changing consumer landscape in different sectors, and to inform future discussions. A summary note will follow, so please let us know if you would like a copy.



#### 1 November – Mental health: exploring opportunities to improve service in regulated sectors

We partnered with the Money and Mental Health Institute to host a high-level roundtable meeting to increase the understanding and awareness of mental health problems, and to explore how the experience of customers in these sectors, who are suffering from mental health problems, can be improved. The UKRN Vulnerability Network will be highlighting best practice in this area with an aim to improving overall service levels.

### Coming up...

**14 November** – Regulatory approaches to consumer preferences - roundtable with Professor Bob Hahn

**20 November** – UKRN CEO dinner with Jo Causon, CEO, Institute of Customer Research.

**21 November** - Joint UKRN and LTIIA event, focusing on UK infrastructure regulation and bringing together investors, regulators and regulated entities.



**Speakers include:** **Dermot Nolan**, UKRN Chair and Ofgem's CEO, **Richard Moriarty**, CAA's Deputy CEO, **Mark Moseley**, COO at Global Infrastructure Hub and **Matthew Vickerstaff**, Deputy CEO at Infrastructure and Projects Authority.

**February 2018** – Joint UKRN and WIG roundtables

- Exploring the role of compliance and enforcement in consumer protection
- Brexit: one year to go



**Winter / Spring 2018** – Joint UKRN and Policy Exchange roundtables on technology and innovation.



### Quick links to recent publications

- [Making better use of data](#): identifying customers in vulnerable situations report, October 2017
- [Peer review](#) (by the UKRN's Cost of Capital Network) of the Utility Regulator's estimate of the cost of capital for RP6, June 2017

### UKRN office contacts

[Rachel Wright](#), UKRN Director; [Sophie Richings](#) and [Barbara Perata-Smith](#), UKRN Managers; [Karen Sharpe](#) UKRN PA (*operational queries*)

Do you want to learn more about project management?

The UKRN Project Management Network is an opportunity to explore, identify and share best practice to support effective project management within regulators.

## Goals and objectives

- Provide examples of best practice
- Knowledge sharing between regulators
- Networking opportunities
- Improve understanding of the benefits of professional project management
- Add project management training to the shared training scheme
- Provide opportunities for mentoring and shadowing



## Ideas of what we might produce

- » Report including good practice case studies
- » **Cross-regulatory seminar**
- » Presentation / workshop at the 2018 UKRN Annual Conference
- » **Shadowing / training / mentoring opportunities**
- » Practical 'how to' tools

## How can I get involved?

- Come to our meetings. We meet approximately 4-6 times a year
- If you can't come to meetings, you can still get involved by sharing examples of best practice



## Case studies



Please send any good practice case studies by

**31 January 2018**