



Commission for customers in vulnerable circumstances

Commission for Customers in Vulnerable Circumstances:

- Commission to explore how standards of care and support could be improved.
- Independently chaired by **Lord Whitty**, with:
 - **Joanna Elson**, Chief Executive of the Money Advice Trust
 - **Simon Crine**, ex-Director at the Money and Mental Health Policy Unit
 - **Caroline Wells**, co-founder of the disabled access review website MeIncluded
 - **George McNamara**, Director of Policy and Public Affairs at Independent Age
 - **Audrey Gallacher**, Director of Policy at Energy UK
- Seeking views from as broad as possible spectrum of stakeholders, and have been holding evidence hearings around the UK.
- The Commission will report at the beginning of 2019, and make recommendations for industry, Government and other stakeholders.

Vulnerability Charter:

- Drawing on the work of the Commission, Energy UK will be separately developing a new Vulnerability Charter to build on existing voluntary commitments and go further to support customers most in need.
- Signed by suppliers across the sector including Energy UK members and non-members.
- Will be launched Q1 2019.