

EIP 131
Improving Resilience for
Customers in Vulnerable
Situations

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Areas of focus for customers in vulnerable situations

Collective efforts across all essential services

Cross energy sector innovation that works together to encourage collaborative solutions across utilities.

PSTN switch off

5 September 2023 marked a significant milestone as the start of BT Openreach national stop-sell of the PSTN (Public Switched Telephone Network).

Vulnerability

A move away from App based solutions towards practical and measurable outcomes.



Collaborative efforts across all essential services

- In recent times we've seen promising projects struggle to cement themselves within spaces such as vulnerability, specifically ones that seek to influence or support customers in vulnerable situation.
- We would welcome project solutions that endeavour to obtain this wider support.



PSTN switch off

- 5th September 2023 marked a significant milestone as the start of BT Openreach national stop-sell of the PSTN (Public Switched Telephone Network).
- Openreach no longer offers new PSTN based services, with the expected completion of “switch-off” program to be around 2025. The main alternative is VoIP (Voice over Internet Protocol), a purely Internet based service. We would welcome innovators who can present alternative solutions to this problem.
- There are still significant gaps and opportunities across the organisational landscape in preparedness for the PSTN Switch-Off, we need to share best practices and solutions.



Vulnerability

- A move away from App based solutions towards practical and measurable outcomes.
- Apps are an integral part of modern life; it would be remiss for us not to incorporate them within our business practices as we do within our personal.
- At Cadent we have found that Apps have revolutionised the way we work and not only improve the way we interact as a business, but with our customers too.
- We welcome app-based solutions, but we're keen to explore alternatives.



Questions

