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 situations.

- 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.