

How can we reach PSR customers without mobiles?

EIP032

28 February 2023

Background

- BT Open Reach is in the process of transferring telephone lines from the traditional public switched telephone network (PTSN) links to digital links
- During a power cut customers will no longer be able to make calls if they don't own or have access to a mobile phone or live in areas with poor mobile coverage; nor will it be possible to contact them via a landline during a power outage – a particular concern for highly vulnerable Priority Service Register (PSR) customers
- Similarly, the red button care alarm systems will not function, nor will existing emergency phone systems, such as those provided within substations, at train crossings, in lifts, etc
- What is required is an alternative way to know that a PSR is off supply and/or a means to communicate with them to provide them updates and check whether they need help

Enablers and Constraints

- BT are providing vulnerable customers with a battery backup unit which lasts for a minimum of one hour
- Virgin is providing an Emergency Backup Line for customers who have accessibility needs or don't have a mobile phone to contact emergency services only. However, the solution will not be provided to customers where there's no mobile coverage and Virgin will not offer fibre phone lines either.

Involvement and Implementation

- An estimated 157,000 PSR customers in UK Power Networks licence area who do not have a mobile phone registered on their account. 11,000 of those customers would be registered with a medical dependent code
- BT are planning to complete the fibre optic transition by December 2025 (c 12m landlines), as such the solution should be rolled out at the latest by end of 2024

Stakeholders

- DNO and GDN Customer Services Teams
- PSR customers
- Energy suppliers
- BT Open Reach

Energy Innovation Basecamp

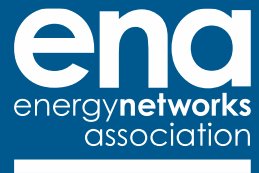
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#Basecamp28

Participant joining code
[Slido.com](https://www.slido.com)

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Energy Networks Association

4 More London Riverside

London SE1 2AU

t. +44 (0)20 7706 5100

🐦 @EnergyNetworks

[energynetworks.org](https://www.energynetworks.org)

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