

NIE Network's (NIEN) RP7 Price Control for 2025-2031

**Response from the Commissioner for Older People for
Northern Ireland**

**November
2022**

09 November 2022

Edel Creery
Head of Communications and Stakeholder Engagement,
Northern Ireland Electricity Networks Limited (NIEN),
120 Malone Road,
Belfast,
BT9 5HT

RE: NIE Network's (NIEN) RP7 Price Control for 2025-2031 (via email)

Dear Edel

Thank you for the opportunity to respond to NIE Network's (NIEN) RP7 Price Control for 2025-2031. COPNI welcomes NIEN's focus on vulnerable customers and its ongoing commitment to improving the services for those most in need. We also welcome NIEN's commitment to reduce outages, recognising the additional impact that these have on customers who are vulnerable.

COPNI is encouraged by the consultation's acknowledgement of digital exclusion the provision of services through alternative means. This is a key area of interest for the Commissioner and COPNI welcomes NIEN's recognition of this issue, and the actions identified to address this problem.

Furthermore, COPNI is encouraged by NIEN's continued commitment to its Medical Care Register. However, we would encourage NIEN to report on the numbers subscribed to the register and would encourage NIEN to further promote the service as far as possible in conjunction with the relevant stakeholders.

Yours sincerely

Clare Mullen

Head of Policy
Commissioner for Older People for Northern Ireland