

# VULNERABLE CUSTOMERS REGIONAL ROUND TABLE SERIES 2018



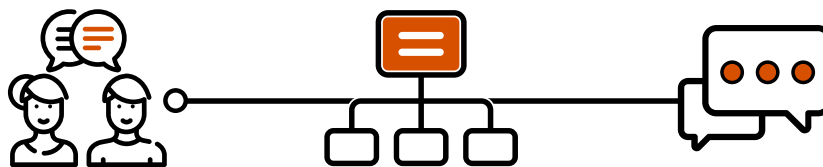
CALL NORTH WEST, IN ASSOCIATION WITH ELECTRICITY NORTH WEST,  
ARE DELIGHTED TO ANNOUNCE THE LAUNCH OF THE 4-SESSION  
**VULNERABLE CUSTOMER REGIONAL ROUND TABLE SERIES 2018**

12TH APRIL

20TH JUNE

19TH SEPTEMBER

6TH DECEMBER



## FOUR SEPARATE SESSIONS TO EXPLORE OUR SERVICE TO VULNERABLE CUSTOMERS

The objective of the group is to explore as a region how we are best placed to service our vulnerable customers. This is the unique opportunity to discuss best practice and how this can be applied to businesses across all sectors within the North West.

- ✓ Who are we? Understand vulnerability and vulnerable customers - what it means to our customers?
- ✓ Understanding our own key business areas and the affects in the North West
- ✓ How do we currently support vulnerable customers?
- ✓ How can we work together with our communities for them in turn to support the residents?
- ✓ How can we build good working partnerships to enable shared accountability
- ✓ Case studies / tell a powerful story
- ✓ What everyone in the room would like to get out of the year?

## OUTCOMES FROM THE GROUP

- ✓ Understand how we can make that difference together to the customers of the North West
- ✓ Understand our communities and how we can all work together
- ✓ Create partnerships
- ✓ Share good practice
- ✓ Understand how others support vulnerability and fuel poverty in the area

**UNDERSTAND HOW WE CAN MAKE THAT DIFFERENCE TOGETHER TO VULNERABLE CUSTOMERS OF THE NORTH WEST**

Book your places to attend, book on our website or email [info@callnorthwest.org.uk](mailto:info@callnorthwest.org.uk)



### WHEN

April 12th 2018

12pm

Registration with lunch

12:30-4pm

Session

### LOCATION

Boardroom at Warrington Electricity North West

**SIGN UP TO OUR REGULAR NEWSLETTER  
ON OUR WEBSITE WHERE WE'LL  
ANNOUNCE ALL OUR EVENTS FIRST:  
[callnorthwest.org.uk](http://callnorthwest.org.uk)**