Horizon-scan: the future context for essential services

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What should I put in the jam jar for my rainy day fund?

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Energy for all - Innovate for all

Project Inspire Summary Report
Innovation and consumer vulnerability - improving service and quality of life for energy customers in vulnerable situations

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Looking to the long-term:

hearing the public interest voice in energy and water

Eight agendas for change

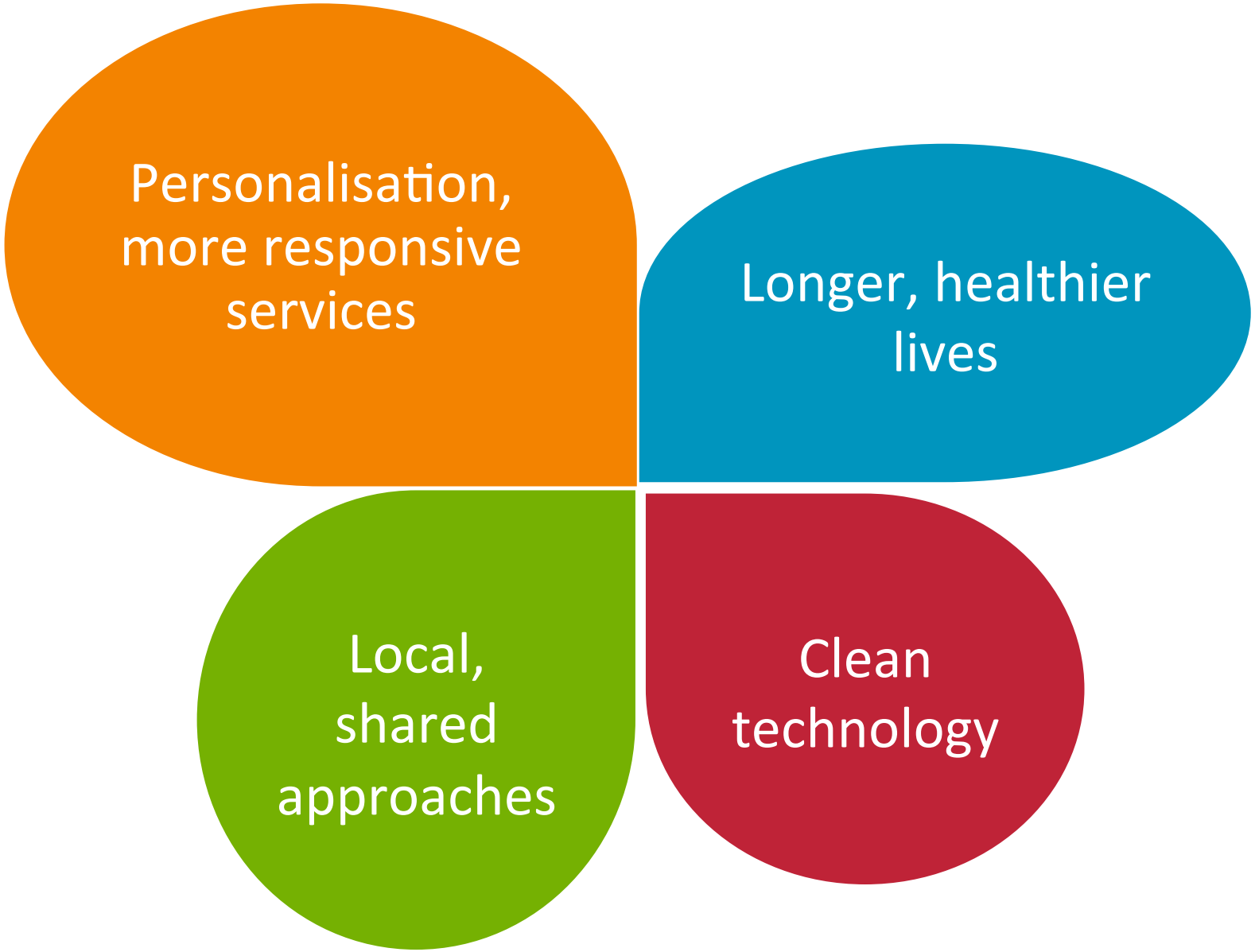
New Energy and Water Public Interest Network
'New-Pin'

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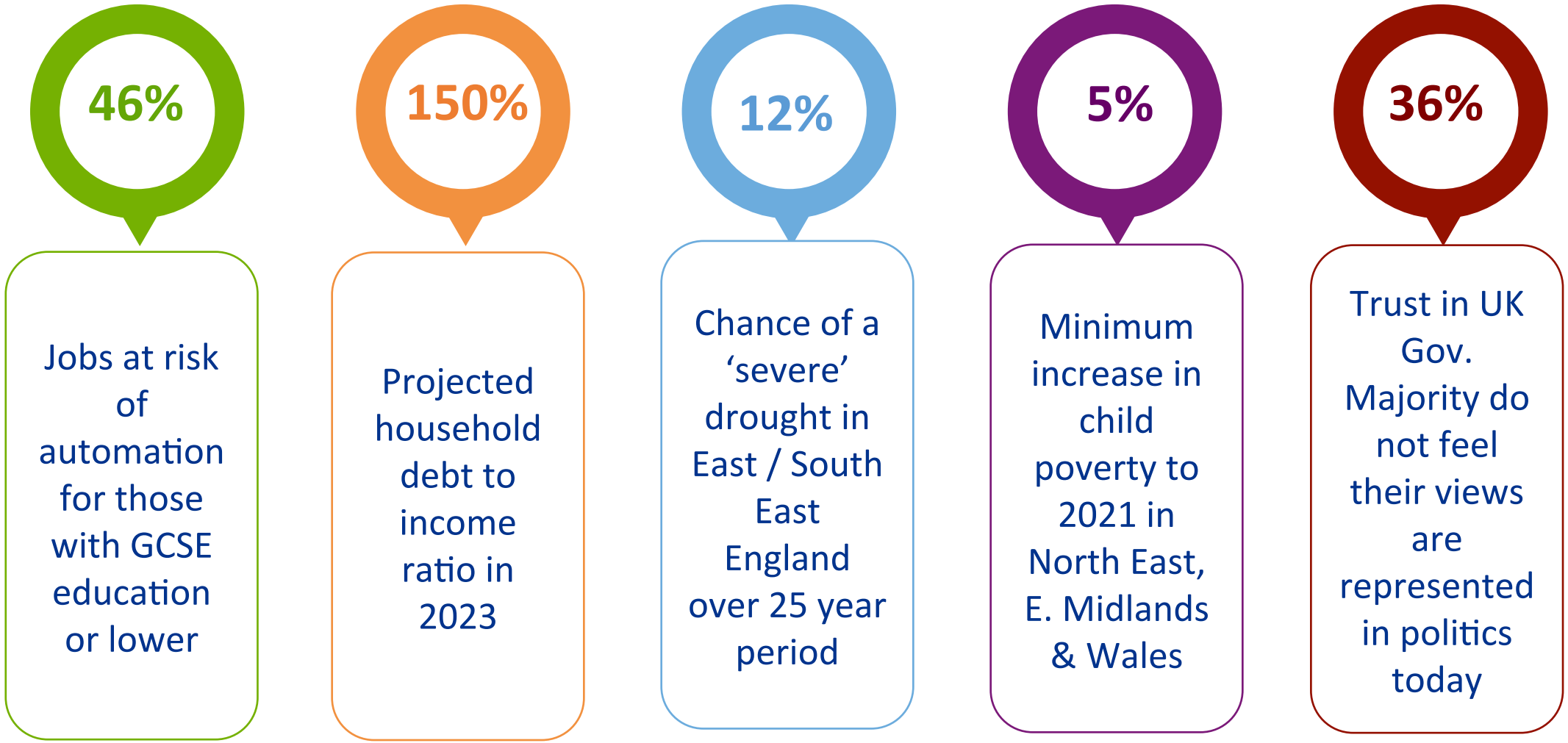
Overview of changing context

- Rapid pace of change
- Significant uncertainty and disruption
- Fragmentation of the consumer / citizen interest
- Widening inequalities
- Blurring of boundaries between sectors and interests
- Institutions challenged
- Public mood = radical not incremental change
- Definitions of what is essential changing

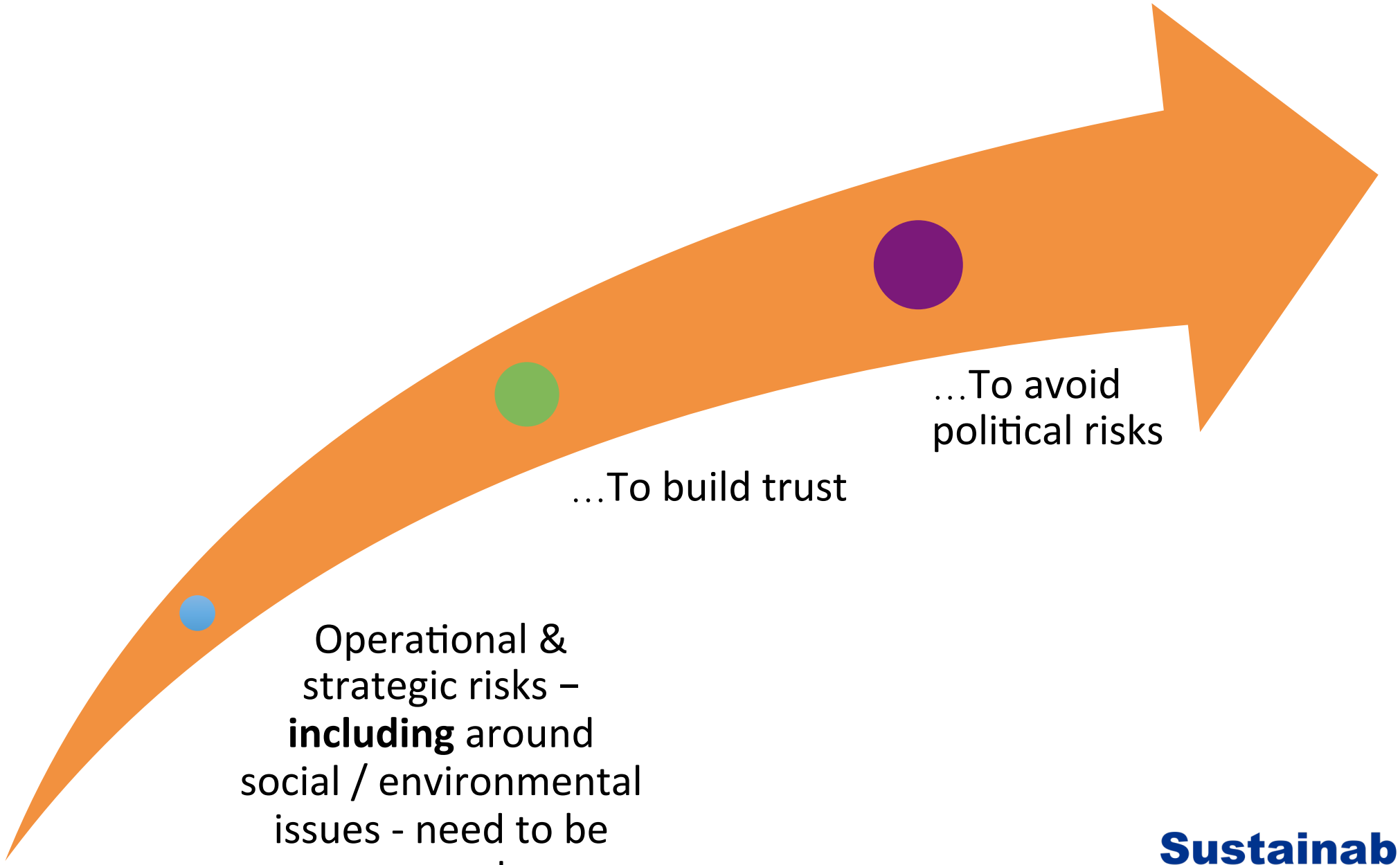
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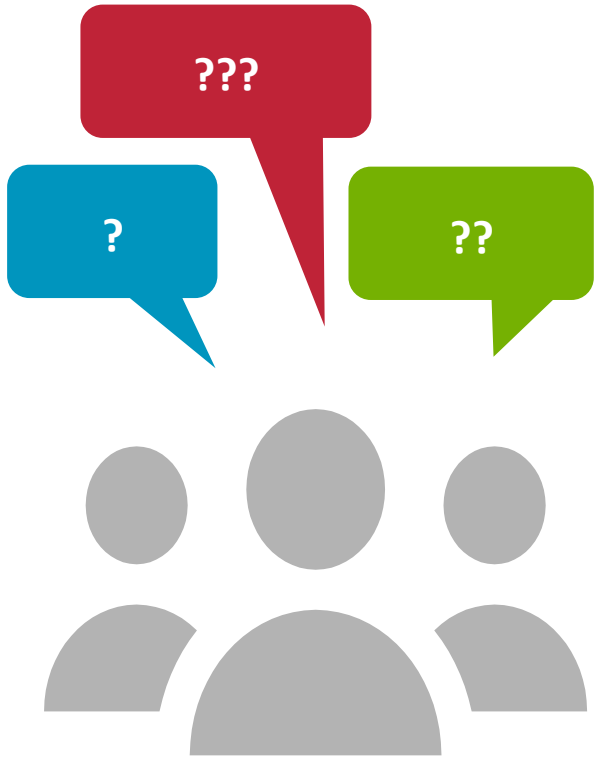


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What would really help users of essential services?



- Building consensus on outcomes
- Cross-sector approach
- Flexible approach
- Inclusive approach
- A twenty-first century USO?

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