

UtilityWeek CONSUMER VULNERABILITY & DEBT CONFERENCE

30 SEPTEMBER 2026 | BIRMINGHAM

SPONSORSHIP & EXHIBITION OPPORTUNITIES 2026

Opportunities can be tailored
to meet your business needs

Contact Thiago Gentile, Event Sales Consultant, Utility Week
Tel: +44 (0)1342 332010 Email: thiagogentile@fav-house.com

MORE INFORMATION event.utilityweek.co.uk/vulnerability-debt2026

CONSUMER VULNERABILITY & DEBT CONFERENCE

30 SEPTEMBER 2026 | BIRMINGHAM

There is over £6.5 billion of customer debt across water, gas and electricity, and this figure is steadily rising. Increasing debt and vulnerability means energy and water suppliers are facing new challenges to find a balance between affordability, sustainability and financial stability, and to protect the most vulnerable groups. Regulators are starting to address debt through relief schemes however, the next decade will see unprecedented levels of investment in energy and water infrastructure which means higher bills for households. How can utilities work together to offer targeted support across their bills and shield vulnerable households from the impact of this?

Utility Week's Consumer Vulnerability & Debt Conference aims to empower utilities to reduce debt and protect vulnerable customers.

Senior leaders from energy and water will address the challenges they have faced and plans they are implementing to tackle these priorities, and delegates can hear from those with first-hand experience who have struggled with vulnerability and affordability to better inform their decision-making.

This year will see a dedicated workshop space where delegates can build their dream PSR and explore how to identify vulnerabilities and improve communication. We will also be looking at regulation and its role in protecting customers, and evolving debt collection strategies that target the right people.

Join us in Birmingham for thought-provoking debate and action-led collaboration, and network with peers around what we can do to protect those who need it most and lower industry debt.

WHO SHOULD ATTEND? →

Utility company directors, heads and managers responsible for:

- Vulnerable customers
- Consumer debt / debt recovery
- Billing and collections
- Customer service / relationship management
- Customer engagement / experience
- Stakeholder engagement and partnerships
- Corporate communications and external affairs
- Credit control, support and strategy
- Business performance
- Regulation and policy

In addition to regulators, consumer bodies, credit and collections agencies and solution providers within the utilities sector.

WHY SPONSOR? →

Why you should align your company with this event and our established brand:

- Demonstrate your thought leadership by being one of a few solution providers on the agenda
- Gain an advantage over your competitors by showcasing your solutions and having the opportunity to converse with a concentrated group of key decision makers at our event
- Extend your reach and magnify your message to a wide audience via our digital and offline platforms
- Benefit from face to face interaction with this targeted group of key decision makers

KEY TOPICS



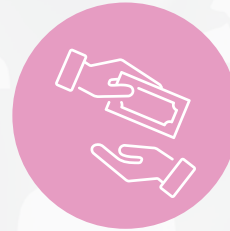
Evolving regulation and its role in protecting customers



Tackling affordability and offering the right protection



Building a PSR fit for purpose



Evolving debt collection strategies



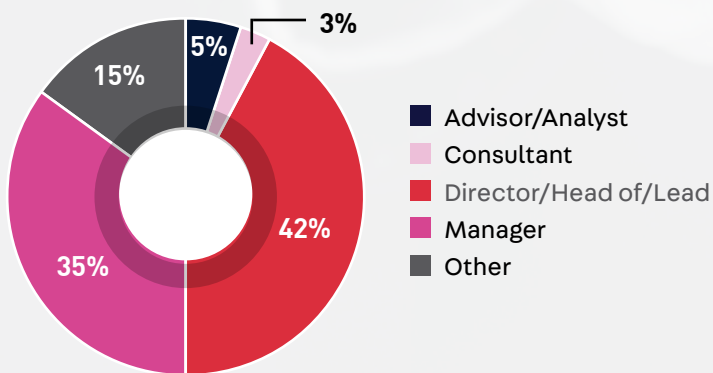
Understanding vulnerability and enhancing communication



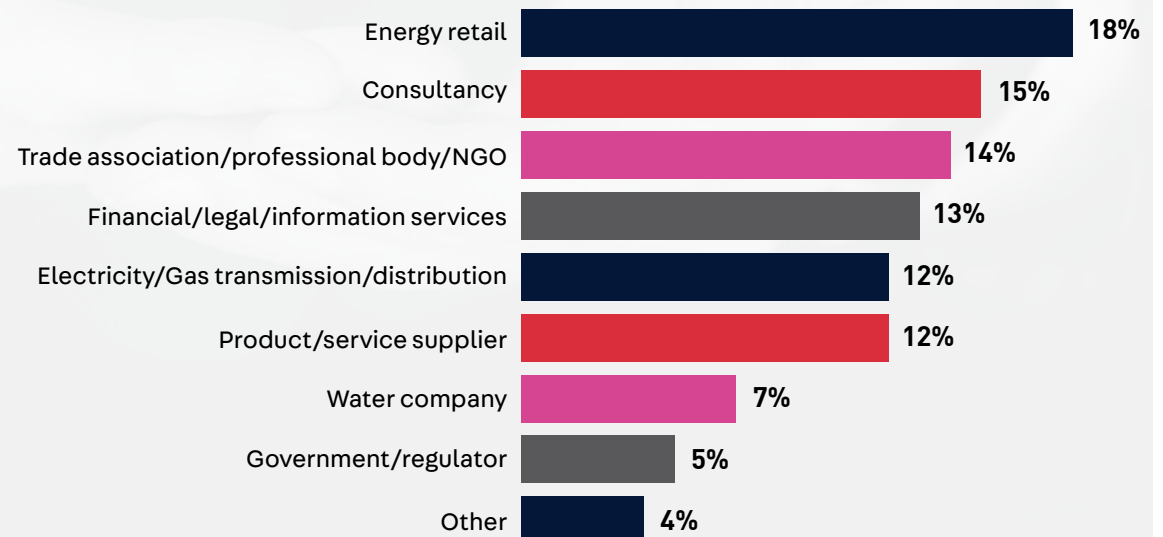
Trust, transparency and the role of technology

WHO ATTENDS

JOB SENIORITY OF DELEGATES 2025



TYPES OF ORGANISATION THAT ATTENDED IN 2025



COMPANIES THAT ATTEND INCLUDE



2026 CONFERENCE SPONSORSHIP & EXHIBITOR PACKAGES

1 DAY CONFERENCE		Event Partner	Headline	Co-Sponsor	Branding	Exhibitor
STANDARD PRICE		£40,525	£27,560	£21,645	£16,530	£6,265
MEMBER RATE (save 10%)		£36,470	£24,804	£19,480	£14,877	£5,638
Pre-Event Roundtable Dinner	Opportunity to jointly host an exclusive dinner for 8-10 industry guests/target contacts, UW to coordinate invites, venue and chair the event	✓				
Sponsorship branding on	Homepage of event website	Premium position	Prime position	✓		
	Front page of delegate sales brochure download	Premium position	Prime position	✓	✓	
	Pre-event emails	Premium position	Prime position	✓	✓	
	Main stage holding slides	Premium position	Prime position	✓	✓	
	Event signage	Premium position	Prime position	✓	✓	
Additional branding	Company logo & profile on event website	200 words	200 words	100 words	100 words	100 words
	Company logo & profile in event app	Premium position	Prime position	✓	✓	✓
	Speaker profile on event website	✓	✓	✓		
	Speaker & session billed on agenda	✓	✓	✓		
	Logo on refreshment break menu's & signage OR pens and notebooks				1	
Thought Leadership	Speaking/Panel opportunity	✓	✓	✓		
	Option for Q&A	✓	✓	✓		
Exhibition space	3m x 2m space	✓	✓	✓	✓	✓
	2 chairs	✓	✓	✓	✓	✓
	Table	✓	✓	✓	✓	✓
	Power socket	✓	✓	✓	✓	✓
Delegate passes	Delegate passes	6	5	4	3	2
	Access to all sessions & workshops	✓	✓	✓	✓	✓
	Lunch & refreshments	✓	✓	✓	✓	✓
	Discount on further company passes	20%	20%	20%	15%	10%
	Discount code to offer clients	✓	✓	✓	✓	✓

UtilityWeek CONSUMER VULNERABILITY & DEBT CONFERENCE

30 SEPTEMBER 2026 | BIRMINGHAM



Opportunities can be tailored to meet your business needs. Contact:

Thiago Gentile, Event Sales Consultant - Utility Week

Tel: +44 (0)1342 332010

Email: thiagogentile@fav-house.com

MORE INFORMATION event.utilityweek.co.uk/vulnerability-debt2026