

Call for Input - Exercising Consumer Choice: A review of the gas disconnections framework

Energy Saving Trust written response: 7 March 2025

About Energy Saving Trust

Energy Saving Trust is an independent organisation dedicated to promoting energy efficiency, low carbon transport and sustainable energy use to address the climate emergency.

Our work focuses on reaching net zero targets by taking action to reduce energy consumption, installing new infrastructure and accelerating a move to sustainable, low carbon lifestyles.

A trusted, independent voice, we have over 25 years' sector experience. We provide leadership and expertise to deliver the benefits of achieving carbon reduction targets: warmer homes, cleaner air, healthier populations, a resilient economy and a stable climate.

We empower householders to make better choices, deliver transformative programmes for governments and support businesses and community groups with strategy, research and assurance – enabling everyone to play their part in building a sustainable future.

Our response

The current gas disconnections framework

1. How effective is the current gas disconnections framework in protecting the consumer interest, assisting net zero goals and promoting economic growth?

The current gas disconnections framework is not effective enough in protecting consumer interests, supporting net zero and promoting economic growth.

As the consultation recognises, the current cost for households to disconnect their gas supply is high, where an average gas disconnection price is approximately £1,950 and if current trends continue, this could increase to approximately £2,300 by 2030.

These high costs are currently a barrier to households wishing to transition away from gas to electricity, by installing low carbon heating systems such as a heat pump for example. As the upfront and running costs of low carbon heating systems are already significant barriers for many, the gas disconnection charge exacerbates the overall cost challenge to households. It also makes low carbon heating systems less attractive to households as the payback time of their investment also increases when this cost is included. In particular, it disproportionately affects households who are on lower incomes and who would be less able to afford this additional cost if looking to switch to electrified heating.

These charges also act as a disincentive to decarbonise. To meet our net zero targets, it is vital that most households switch to a form of low carbon heating, as the CCC's latest carbon budget recently reaffirmed.¹ The current cost of disconnecting from gas is and will continue to deter households from making the switch away from gas, which will make it harder to achieve the uptake we need to bring down carbon emissions from home heating.

The barrier of high gas disconnection costs also means more households will continue to be reliant on gas, which is the root cause of the recent energy crisis and continued high energy bills. Accelerating the uptake of heat pumps will also help meet the UK Government's 2030

¹ [The Seventh Carbon Budget - Climate Change Committee](#)

clean power target. By reducing our reliance on fossil fuels, as each heat pump installed reduced home gas used by at least 70%.² It is therefore important that the framework supports electrification to shield households from the volatility of international fossil fuel markets and lower energy bills. Heat pumps help to lower the amount of gas needed in the wholesale market (whether this is supplied directly to homes or via gas electricity generation) reducing demand pressure and lowering wholesale costs even for remaining gas customers. Reducing the cost of gas used for electricity generation will lower the price of electricity in the wholesale market at times when gas is the price setter.

² [Getting-off-Gas-ECIU-report-Apr-23.pdf](#)