

## Call for input

# Tackling Energy Debt in the Supplier Home-Moves Process

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In Great Britain (England, Scotland and Wales), it is generally accepted that consumers have access to an energy supply immediately upon moving into a new property. This means that consumers can use energy without setting up an account, agreeing to pay a bill or knowing who their energy supplier is. This causes some consumers to accumulate debt, often unknowingly. They may occupy the property for weeks or even months before they realise that their debt is accumulating. This can also mean that consumers do not notify their supplier of any vulnerabilities or additional needs at the premises.

With about 37 million meters (64% of all meters) now actively operating in smart mode, enabling real-time usage data and accurate billing, we can take new approaches to energy supply during home moves. This approach may also prove appropriate for the non-domestic sector. We wish to work with the energy sector (including industry bodies, suppliers, consumer groups and charities) to develop a new approach to energy supply during the home-moves process. Our intention is to develop an approach that prevents the build-up of debt by enabling suppliers to use the prepayment function of SMETS2 Smart Meters to limit credit and supply costs while the account is held by an unnamed person under a deemed contract.

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## Executive summary

Levels of debt in the energy sector rose sharply during the energy crisis and have continued to rise since. Consumer energy debt has reached £4.43 billion and continues to climb, resulting in a situation that is unsustainable both for suppliers and consumers. Debt places an additional burden on all bill payers, as the cost of debt are socialised across bills. So, although the pressure falls hardest on those in debt, all consumers are impacted. We have a responsibility to ensure all consumers, including the most vulnerable, are fairly treated.

Ofgem has previously identified three critical areas to be addressed: debt prevention, debt support, debt reduction. It is vital that government, the regulator, suppliers and consumer and charity groups (CGCs) work together to ensure progress in all three areas.

In November 2025 Ofgem published details of the Debt Relief Scheme (DRS), taking decisive action to reset debt, with Phase 1 writing off £0.5 billion of the debt owed by the most vulnerable consumers. Subsequent stages of the DRS planned for 2026 will reset the debt owed by a further swathe of consumers, writing off an anticipated further £0.5 billion. This will tackle the debt that built up during the extraordinary circumstances of the energy crisis.

Ofgem is committed to taking bold action to prevent further debt from arising in the first place. We expect others to play their part and will continue to discuss in early 2026 the range of interventions that we and other stakeholders must take to address this issue.

Some interventions require careful consideration to ensure that vulnerable consumers will continue to be protected throughout debt recovery and prevention. We will ensure this deliberation takes place and steers the development of measures. But we do not want delay in areas where progress can be made quickly, where the case for change is clear, and where we believe consumers can be well protected.

We believe that energy debt accumulation following home moves is an area in which progress can be made fast without compromising consumer protections. With 64% of all meters are now actively operating in smart mode, we have more options for smart meters to play a positive role in supporting consumers, and providing an opportunity to make further positive changes to avoid debt building up following home moves.

A key trigger point for debt occurs during the home moves process – known as a Change of Tenancy. Many new occupiers fail to contact an energy supplier, but energy supply is continued. The consumer, often unknowingly, can then build up debt and find it hard to extricate themselves from this position.

This is unlike other markets in the UK, such as the broadband market, and energy markets in other parts of the world, including the US, Australia and much of Western Europe. In these cases, the occupier has the responsibility to contact the service provider to switch on supply.

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It is estimated that this represents 20-40% of all debt – and that this has been stable since before the energy crisis. This suggests that some at least of this portion of debt is driven by behavioural factors rather than affordability. The obligation on the supplier to continue to provide energy takes away the incentive for the new occupier to contact their energy supplier when they move into their new home, whereas there will be a strong incentive to contact, for instance, a broadband supplier. If that incentive doesn't exist at the key trigger point of the home move, then later prompts, such as letters from suppliers, may have less impact.

Some consumers might be remiss about contacting a supplier but are able to pay their bills. Those consumers may nevertheless be keen to avoid accumulating debt, and incentives to contact a supplier at an early stage may be welcomed. Other consumers may be struggling with payments, and CGCs and suppliers alike have told us that the best way to help those that are in difficulties is to ensure contact with suppliers so that they can access support.

We are keen to move fast to prevent more debt arising at this critical stage, to ensure those that are able to pay their bills do so, and to help vulnerable consumers struggling with bills to engage quickly with suppliers and access the support they need.

We plan to work with suppliers and CGCs on a new approach to Change of Tenancy that we anticipate progressing from Spring 2026. Our intention is to enable suppliers to switch smart meters to pre-payment mode when an occupier leaves a property with the aim of preventing accumulation of energy debt by the new occupier.

This proposed change in approach is significant: there is a long-established expectation that energy supply will be uninterrupted when occupiers move into a new property. A seamless transition to a new approach will require all involved to play their part. We will work closely and quickly to ensure we understand the barriers and challenges, how to ensure consumers are informed and protected, and what we need to put in place (or remove) to enable suppliers to act. We also want to understand better the behavioural impacts of the proposed approach and the role that CGCs can play.

To this end we are issuing this call for input and will be holding workshops starting in January 2026 with suppliers, CGCs and other interested parties. The new approach to Change of Tenancy can be designed in different ways, depending on how we strike the balance between the level of prescriptive consumer protection and pace. We will use this process and the input from our stakeholders to understand preferences and determine how to get this balance right. The prevention of further debt accumulation will reduce the burden on all consumers and support supplier investability, and we are keen to move quickly to realise these benefits for all bill-payers, while ensuring this is done without undermining consumer protections.

## 1. Introduction

This section provides an overview of the proposals contained within this publication and how they relate to Ofgem’s wider Debt Strategy work. It details the purpose of this Call for Input and outlines the ongoing stages of work anticipated.

- 1.1 In December 2024, Ofgem published its first [Debt Strategy](#). This strategy outlined our plans to:
  - reset the historic debt from the crisis;
  - raise debt standards for domestic energy consumers; and
  - reform how debt is managed to help prevent debt build up in the longer term.
- 1.2 In delivering this strategy, our aims are grounded in our three pillars of:
  - **Debt Support** - support is targeted to those who need it most and customers in debt are treated fairly and experience exceptional customer service.
  - **Debt Prevention** - access to credit is controlled, limiting the ability to get into unmanageable energy debt in the first place.
  - **Debt Recovery** - customers are incentivised to pay their energy bills and suppliers have the appropriate tools to manage and collect debt where necessary.
- 1.3 As part of this wider work on debt, we wish to collaborate with the energy sector - including industry bodies, suppliers, consumer groups and charities (CGCs) – to co-create a new approach to the supplier home moves process. We anticipate this approach will enable suppliers to use the prepayment function of installed SMETS2 Smart Meters to limit credit and supply costs while the account is held by an unnamed person under a deemed contract.
- 1.4 Our intention is to enable suppliers to control access to credit and reduce the risk of households falling into unmanageable debt. We want to ensure any process that is developed is designed to ensure consumers engage promptly with their energy supplier when moving into a property, while giving suppliers the tools to understand customer needs and manage debt effectively. This forms part of Ofgem’s wider approach to reform debt management and prevent debt build-up over the longer term.
- 1.5 We intend to work with the sector to understand views and preferences for how we can enable the new approach to home moves, including any appropriate controls, consumer protections, monitoring and evaluation, and review points.
- 1.6 Internationally, the GB energy system is unusual in assuming supply will continue when the occupier changes.<sup>1</sup> In industry, this is known as a ‘Change of Tenancy’

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<sup>1</sup>In countries such as France, Italy, Spain, Portugal, Brazil and USA the property is disconnected in a change of tenancy event.

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event. We consider there may be benefits in incentivising consumers to engage earlier and set up their energy accounts promptly. Where this does not happen, we propose introducing a backstop to limit unsecured costs for suppliers by restricting credit to new occupiers. Early engagement could help suppliers forecast property running costs and understand household needs or vulnerabilities.

- 1.7 This could be achieved by switching the household meter remotely to prepayment mode when the supplier has been notified of a customer moving out. We want to enable consumers to access a certain amount of energy, while also creating a scenario where they must contact a supplier to identify themselves as the account holder to continue accessing energy.
- 1.8 Appropriate customer protections will need to be considered to mitigate any detriment to the new occupier until they are able to engage. This could include preloaded credit on the meter, or a bespoke customer contact journey for the new occupant, or any other measures required to protect consumers appropriately during this process. We would like to work with our stakeholders to co-design solutions that deliver fair outcomes.
- 1.9 This first phase will establish a working group to collaborate on journey design and monitoring framework – including any associated guidance (throughout Q1 2026).
- 1.10 The outputs from this working group will form the basis of our next stage activity in Spring 2026, such as developing any related guidance or associated policy approach to administer monitoring and review of the new arrangements.

## **Purpose of this call for input**

- 1.11 This call for input seeks views from stakeholders on how to enable remote prepayment meter switching in the domestic energy home-moves customer journey. The purpose of this is to develop our evidence base around the risks and potential benefits of making changes in this area and understand how to enable suppliers to act without compromising consumer protections.

## **Related publications**

- [Affordability and debt in the domestic retail market – a Call for Input | Ofgem](#) (March 2024)
- [Improving debt standards in the domestic retail market | Ofgem](#) (December 2024)
- [Debt Strategy: a 'reset' and 'reform' for customers in debt | Ofgem](#) (December 2024)
- [Debt strategy update: supporting the reduction of energy debt | Ofgem](#) (November 2025)
- [Energy consumer outcomes | Ofgem](#) (November 2025)
- [Markets Regulatory Strategy and Vision to 2030 | Ofgem](#) (November 2025)

## **Call for input stages**

1.12 This initial phase of activity is focused on working with industry to collaborate on journey design and monitoring framework. This will be done in tandem through this CFI and a new Industry Working Group. The working group will be established in January 2026 and outputs from this group will form the basis of our next stage of activity (expected in Spring 2026).

1.13 Call for Input

**Stage 1** Call for input open: 9 December 2025.

**Stage 2** Call for input closes. Deadline for responses: 20 January 2026.

**Stage 3** Call for input outcome (decision or policy statement): April 2026.

1.14 Industry Working Group

**Stage 1** Industry representatives invited to apply to WG as part of this CFI.

**Stage 2** Kick off session in January 2026 to agree scope and approach.

**Stage 3** Monthly WG sessions to co-design processes, monitoring framework and reporting. Aim to define draft documents by April 2026.

## **How to respond**

1.15 We want to hear from anyone interested in this call for input. Please send your response to the person or team named on the front page of this document before the response deadline. We have asked for your feedback in each of the questions throughout. Please respond to each one as fully as you can. We will publish non-confidential responses on our website.

## **Your response, data, and confidentiality**

1.16 You can ask us to keep your response, or parts of your response, confidential. We will respect this, subject to obligations to disclose information. For example, under the Freedom of Information Act 2000, the Environmental Information Regulations 2004, statutory directions, court orders, government regulations, or where you give us explicit permission to disclose. If you do want us to keep your response confidential, please clearly mark this on your response and explain why.

1.17 If you wish us to keep part of your response confidential, please clearly mark those parts of your response that you do wish to be kept confidential and those that you do not wish to be kept confidential. Please put the confidential material in a separate appendix to your response. If necessary, we will contact you to discuss which parts of the information in your response should be kept confidential and which can be published. We might ask for reasons why.



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- 1.18 If the information you give in your response contains personal data under the General Data Protection Regulation (Regulation (EU) 2016/679) as retained in domestic law following the United Kingdom's withdrawal from the European Union (UK GDPR), the Gas and Electricity Markets Authority will be the data controller for the purposes of GDPR. Ofgem uses the information in responses in performing its statutory functions and in accordance with section 105 of the Utilities Act 2000. Please refer to our [Privacy Notice on consultations](#).
- 1.19 If you wish to respond confidentially, we will keep your response confidential, but we will publish the number, but not the names, of confidential responses we receive. We will not link responses to respondents if we publish a summary of responses, and we will evaluate each response on its own merits without undermining your right to confidentiality.

### **How to track the progress of a call for input**

1. Find the web page for the call for input you would like to receive updates on.
2. Click 'Get emails about this page', enter your email address and click 'Submit'.
3. You will receive an email to notify you when it has changed status.

A call for input has two stages: 'Open' and 'Closed'.

## 2. Context: debt levels and unnamed energy accounts

This section outlines our concerns about debt levels in the energy retail market. It describes how the current domestic energy ‘home-moves’ process may result in consumers building up debt.

- 2.1 Our latest data shows that by June 2025 domestic consumer energy debt had reached £4.43 billion – up 20% from the same time in 2024 and 71% since 2023.<sup>2</sup> Nearly three quarters of this debt sits with customers who have no repayment plan in place (known as arrears). However, the number of households in debt has not increased significantly over the same period. This suggests that the challenge lies with a proportion of consumers who are going deeper into debt.
- 2.2 Debt affects all consumers and the market as a whole. Suppliers lose money when they cannot recover debt, which undermines market resilience and investment. Ultimately, this impacts consumers. Suppliers can recover a proportion of debt costs from all billpayers. These costs include administrative expenses, working capital requirements, and the portion of debt that cannot be recovered. Currently a typical consumer pays around £52 per year towards the cost of managing and writing off energy debt.<sup>3</sup> A key aim of our Debt Strategy is to reduce this figure and lower costs on bills for all consumers.
- 2.3 Many households face genuine payment difficulty and continue to struggle with debts accrued during and after the energy crisis. We also recognise that features of the market can make it easier to get into debt, like inaccurate bills, or the ability to access energy without setting up an account. As we set out in our Debt Strategy,<sup>4</sup> access to energy is considered an essential service as going without it can have serious consequences. Disconnection is therefore rare, and the use of involuntary prepayment to manage debt is strictly controlled. This means suppliers must offer credit towards energy bills for many customers. While this may be right overall, we recognise there are pinch points in the system that drive up debt through open-ended access to credit. These areas could be made more efficient.
- 2.4 Evidence suggests the ‘change of tenancy’ or ‘home-move’ process as an area to reduce debt build up. In Great Britain (England, Scotland and Wales), it is generally accepted that consumers can use energy straight away upon moving into a new property. This can create a tendency towards debt build-up where a customer has access to energy for a prolonged period without ever setting up an account, agreeing to pay a bill or even knowing who their energy supplier is. It may also mean that householders are not able to notify their supplier of any

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<sup>2</sup> [Debt and arrears indicators | Ofgem](#)

<sup>3</sup> This figure is based on the average household on a standard variable tariff paying by direct debit. This may be higher for some households depending on how they pay for their energy.

<sup>4</sup> [Debt Strategy: a 'reset' and 'reform' for customers in debt | Ofgem](#)

vulnerabilities or additional needs at the premises. Householders may find they are in debt after weeks, or even months at the property. Consumers, particularly those in vulnerable situations, may lack awareness and understanding around how the energy market works and what they need to do when moving in and out of a property.

- 2.5 Change of Tenancy is a term defined in the Retail Energy Code<sup>5</sup> and describes the situation where any occupier responsible for the payment of energy bills moves out of any property (residential or commercial) and any new occupier moves in. Under these circumstances energy suppliers create a ‘deemed contract’<sup>6</sup> in the name of ‘the occupier’ for the new occupier (this is why they are often referred to as ‘unnamed accounts’). Evidence received back from suppliers suggests that this cohort of consumers may be responsible for between 20% to 40% of the overall debt figure.
- 2.6 We want to work with stakeholders to design a new approach to Change of Tenancy, alongside monitoring to enhance our evidence base and understanding of the risks and benefits of this policy. This will involve allowing suppliers to remotely switch a meter to prepayment, where the supplier has received notification of a customer moving out. The new occupier will then need to contact any supplier to set up an account and select their preferred payment method and tariff. This approach will have guardrails to ensure a baseline level of customer protections to prevent unintended consumer harms – this could include pre-loaded credit on the meter, a zero standing charge tariff and an enhanced contact approach from the existing supplier to the premises.
- 2.7 Our intention in doing this is to control access to credit and prevent the accumulation of debt, as well as incentivise early engagement with suppliers to facilitate access to support for those that require it.

**Q1: Please provide evidence or data with respect to levels of debt or arrears in the sector relating to change of tenancy. Where relevant please include information associated with unnamed accounts such as the number of unnamed accounts, average length of unnamed accounts, average debt and the overall debt associated with these accounts.**

**Q2: Please provide evidence or data you may have about a customer’s experience when moving into a new property and setting up their energy account. This may include any common issues such as billing issues or queries that may be experienced in this time, the average duration for a new householder to set up an account, and whether enhanced processes exist for the identification of vulnerable consumers.**

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<sup>5</sup> [Retail Energy Code - Change of Tenancy](#)

<sup>6</sup> [Guidance on Deemed Contracts | Ofgem](#)

## **Information Box 1 – Examples of the home-moves process in other relevant sectors**

When moving home, consumers often need to interact with multiple service providers to set up and access essential services. These services vary in how consumers engage, but most require consumers to identify themselves and set up an account in order to access the service.

### **Examples**

#### **Broadband or Internet services**

When moving into a property there will not be any broadband or internet services connected (except for unique circumstances where this is separately managed by a third party i.e. a landlord).

The only way for consumers to access this service is to contact a provider of their choosing and agree to a contract and payment method.

#### **Council Tax**

In any home-move, the consumer will need to tell the council at the address that they're leaving and register for council tax at their new address. If you do not set up an account with your local council when moving home, you will not be able to pay your council tax bill. Non-payment of council tax debt can lead to severe consequences, including court orders, bailiff action, deductions from wages or benefits, and, in extreme cases, even imprisonment.

#### **Water**

Individual water companies take similar approaches, asking that consumers tell their existing water company when they are moving out. Ideally with at least 5 working days' notice in order for final bill to be generated (where there is a smart water meter). Consumers must then contact their new homes water provider, and take a meter reading as soon as they have moved in. If an account is not set up, water companies may send a letter to the property addressed to 'the occupier'. If no contact is made by the consumer, the companies may use credit reference agencies to identify the 'credit footprint' at the property, subsequently creating an account on behalf of the consumer. They can then begin billing the identified person for water consumption at the property. If these bills are not paid, this can affect the consumers credit rating, impacting their ability to make financial arrangements, like borrow money or rent a home, in the future.

### 3. Scope: designing a new approach to Change of Tenancy

This section sets out the scope for inputs to the new approach and asks for any views on how this approach can be enabled. It also outlines the current rules in this area and related policy interactions to invite views on specific areas and outlines some possible pathways for a new approach to be put in place. It ends with a view of possible consumer protections for consideration.

#### Enabling a new approach

- 3.1 The aim of the new approach is to reduce the build-up of supply costs and debt related to unnamed accounts during the home move process, by limiting access to credit and prompting consumers to engage in a timely manner with an energy supplier when moving into a new premises. This will be prompted by switching the meter to prepayment mode when the previous occupier moves out. The new occupier will then need to contact a supplier to set up an account and select their preferred payment method and tariff.
- 3.2 We welcome views from stakeholders on how we can best enable this aim to be achieved, while maintaining consumer protection standards. These views can be on any aspect of the enablement process, preferred approaches, or proposed customer journey.
- 3.3 Stakeholders may want to submit views on specific interactions with the regulatory landscape. The changes envisaged fall across different areas of the regulatory landscape. We consider some rules may fall under SLCs and associated guidance. Some of the under-pinning processes and data may fall under the industry codes.
- 3.4 Below, we set out some examples of these interactions. Any policy changes could be delivered through SLCs, guidance, industry processes or a combination of the three. The proposed Industry Working Group will consider and advise on how best to bring about any changes to the home-move process, but we also welcome any early views on preferred approaches.

#### SLCs and Associated Guidance

- 3.5 A deemed contract applies when a consumer uses energy without having negotiated contract terms with a supplier. For domestic consumers, this is most common in a home-move event - where they move into a new property and the previous owner has already notified their supplier to end their contract. Standard Licence Conditions (SLC) 7.3 and 7.4 govern deemed contracts in the electricity and gas sectors. These conditions require suppliers to ensure that the terms of their deemed contracts are not unduly onerous. Please refer to our [Guidance on Deemed Contracts](#).

## **Industry Codes**

- 3.6 As a shared business process, much of the detailed rules and operational requirements for COT events are handled in the Retail Energy Code.

## **Related Policy Interaction - Involuntary PPM**

- 3.7 The rules relating to Involuntary PPM focus on a situation where a supplier is considering installing a PPM where a debt trigger has been met, without a consumer's consent (where the consumer has not engaged regarding repayment of arrears). This is different to a home move situation where the consumer has not been identified and is not in debt in respect of energy use at that property. However, the PPM rules provide protections in relation to the installation of PPM such that we will need to carefully consider their relationship to the home moves situation, including considering the relationship to PPM restart monitoring.

## **Implementation Approach**

- 3.8 We are also interested in early views on implementation of any new approach that is designed. We envisage two broad approaches. The first is that suppliers may operate under the new system unless the Authority takes a view that the supplier has failed to meet certain standards or Mandated Customer Protections through a monitoring process. The second would require suppliers to seek permission in advance to operate under the new system, having demonstrated in this application process that they could meet certain standards or Mandated Customer Protections.
- 3.9 When we've determined the implementation approach, we will seek to amend industry documentation as necessary to facilitate delivery in accordance with our decision. This may depend on different approaches regarding duration, such as time-limiting the new approach, or making it subject to review at various stage.

**Q3: Do you have views or preferences regarding the approach we take to enabling the proposed changes to the supplier home moves process? For example, should the approach be set out in SLCs and / or associated guidance or could it be covered through industry rules or elsewhere?**

## **Potential Customer Protections**

- 3.10 Customer protections should be in place to prevent unintended consumer harms arising through any new approach. We consider some options below, and welcome views on these and on other ways to ensure consumer protections are maintained.
- 3.11 For the purposes of this policy, we may allow suppliers to put a meter into prepayment mode where:

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There is an existing SMETS 2 smart meter;

- The supplier has been notified of the previous occupier moving out of the Premises;

There is / will be a deemed contract; and

The account is in the name of 'the occupier'.

- 3.12 It is important that while we may allow suppliers the ability to utilise PPMs in the scenario of 'the occupier' we are appropriately protecting all consumers, and there are various considerations which should be included.
- 3.13 We wish to work with the sector (including and especially consumer groups and charities) to ensure that there is appropriate understanding of the consumer needs and protections in place and to consider any additional guardrails that might be required. We have two broad approaches we could take - either including explicit protections in the guidance, or a outcomes-based approach (in line with our Customer Outcomes).
- 3.14 Our initial thinking on baseline consumer protections is below. Compliance with these baselines would be subject to monitoring by the Authority.
- 3.15 One of the measures we believe could be used to protect consumers is to place a nominal amount of credit on the meter. This credit would allow suitable consumption over a weekend or holiday period, allowing consumers sufficient time to contact their chosen energy supplier, be that the existing or any other, and agree any energy deal.
- 3.16 Additionally, we consider it may be appropriate for suppliers to, as a default, apply a tariff that has zero standing charges. This would ensure that the applied credit is only used to supplement consumption, rather than a typical fixed daily standing charge, further reducing the risk of self-disconnection. It is anticipated that the household would only be on this tariff for a very limited period, until they engage with any energy supplier to set up their account.
- 3.17 Once a consumer has contacted the supplier and agreed any energy deal, the supplier must then go through the normal "safe and reasonably practicable" tests to determine whether a PPM is suitable and discuss with the consumer their options. This will allow the meter to return to credit mode if this is the more appropriate payment option for the consumer.
- 3.18 We think these considerations will allow suppliers to adequately support their customers where there is a Change of Tenancy, while also preventing consumers from building up debt unknowingly or, through lack of engagement, paying more than they need to for their energy. We encourage any input on these potential consumer protections, along with any evidence or rationale that may inform these or alternative proposals.

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**Q4: Do you prefer a outcomes-based approach or something more prescriptive for consumer protections in Change of Tenancy?**

**Q5: Do you have any views on the above suggestions for consumer protections or have any alternatives that should be considered?**



## 4. Next Steps

- 4.1 In order to make an enduring change to the Change of Tenancy regime we need to build a robust evidence base and develop an industry wide framework for guidance including consumer protections.
- 4.2 We are setting up the **Industry Working Group – COT** to consider these issues with stakeholders. Ofgem will chair a meeting of the Working Group at least monthly starting in January.
- 4.3 We invite expressions of interest from Suppliers, Consumer Groups and Charities and industry bodies with relevant experience in:
  - Change of Tenancy
  - Consumer Debt management
  - Consumer Vulnerability
  - Consumer communications
  - Consumer behavioural research methodology
- 4.4 We will set out Terms of Reference and Governance Structures in the New Year.
- 4.5 A monitoring framework will be developed to regularly monitor and identify any significant consumer harm or detriment in a timely and effective manner so that these can be addressed urgently.
- 4.6 We invite representations from industry to apply to join the working group. This includes license holders, as well as consumer groups and Charities. If you have the relevant experience listed above and would like to apply, please contact [debtstrategy@ofgem.gov.uk](mailto:debtstrategy@ofgem.gov.uk), stating name/job title/company/relevant experience.
- 4.7 This CFI outlines our intent to make changes to the energy supplier home-moves process to reduce debt levels associated with unnamed accounts. This CFI closes on 20 January 2026, and we aim to provide a response by Spring.

## **Send us your feedback**

We believe that consultation is at the heart of good policy development. We are keen to receive your comments about this call for input. We would also like to get your answers to these questions:

- Do you have any comments about the quality of this document?
- Do you have any comments about its tone and content?
- Was it easy to read and understand? Or could it have been better written?
- Are its conclusions balanced?
- Did it make reasoned recommendations?
- Do you have any further comments?

Please send your feedback to [stakeholders@ofgem.gov.uk](mailto:stakeholders@ofgem.gov.uk).