

Final Report – Gas Disconnections Framework Review

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Contact:	Michelle Keogh, Anita Ngov, Eleanor Cavanagh, William Duff
Email:	gas.systems@ofgem.gov.uk

In January 2025, Ofgem launched its Gas Disconnections Framework Review (Gas Disconnections Review). We issued our [Call for Input \(CFI\) – Exercising Consumer Choice: A review of the gas disconnections framework](#) to gather initial information and views about Gas Disconnections in Great Britain (England, Scotland and Wales).

In August 2025 we issued a [Request for Information \(RFI\)](#) to gather quantitative data on the costs and system pressures associated with gas disconnections across Great Britain (England, Scotland and Wales). This compulsory exercise targeted Gas Transporters and supplemented initial information received from our CFI.

We published a [Summary of Responses](#) for our CFI in September 2025 which explained stakeholder views on key issues in gas disconnections. We set out our plan to finalise our Gas Disconnections Review in 2026 via a Final Report, noting the need for further engagement on this complex topic. Since then, Ofgem has conducted a series of technical workshops with industry and consumer representatives to finalise our evidence gathering and test views on potential options for framework reform.

This publication is our Final Report and concludes our Gas Disconnections Review. It provides a strong evidence-base illustrating the need for reform of the Gas Disconnections framework in Great Britain, sets out our views on a range of critical issues identified as part of the Gas Disconnections Review, and proposes the way forward for Ofgem, industry and consumers.

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1. Executive Summary

- 1.1 The gas transition is a critical part of the UK's decarbonisation journey. While the pace and timing of that transition remain uncertain, overall gas demand is expected to decline, which will result in fewer users of the gas system. The gas network will continue to play an important role for many years, despite being used less intensively, and the sources of gas supply are also expected to become more diverse. As the system evolves, it is important that regulatory arrangements support efficient operation of the network while ensuring costs are allocated fairly between consumers.
- 1.2 The current Gas Disconnections framework was not designed for a declining gas network. As gas demand declines over time, consumers will increasingly rely on disconnection services to exercise choice and transition away from gas. Our review found that existing arrangements can result in inconsistent consumer experiences, uneven protections and significant differences in costs. Immediate improvements to the current regime are needed, alongside a longer-term move towards a more unified framework in the early 2030s.
- 1.3 This report finalises our Gas Disconnections Review (launched in January 2025). Drawing on the quantitative and qualitative evidence we found that:
- **Disconnections volumes:** While not solely attributable to the disconnections regime itself, NESO's energy transition pathways assume higher levels of gas disconnections than are reflected in gas transporter projections. Health and Safety (H&S) Disconnections¹ presently dominate (around 77%). Without policy change, a greater volume of H&S Disconnections will shift increasing costs onto remaining gas consumers.
 - **Inconsistent Quality of Service:** The current regulatory framework² is fragmented with inconsistent standards, particularly for H&S Disconnections. Stakeholders highlighted informational gaps, inconsistent guidance and process complexity as barriers to accessing services and exercising consumer choice.

¹ A H&S Disconnection is defined and explained in paragraphs [2.2] and [2.4].

² See paragraph [2.2] for an overview of the regulatory framework.

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- **Inconsistent Costs:** Disconnection costs and prices vary widely by region, provider, and type, with all projected to rise. The increasing prices of Voluntary Disconnections³ may potentially dissuade consumers from leaving gas networks. The increasing cost of H&S Disconnections is likely to increase bill impacts for remaining gas consumers if volumes increase under current cost recovery arrangements. We discuss our findings in greater detail at Chapter [4].

1.4 The above findings demonstrate the case for reform. This report sets out our recommendations and next steps on gas disconnections:

- **Immediate regulatory action is needed to improve the operation of the current framework.** Ofgem will act now within its remit to address the most pressing issues identified in the review with the aim of delivering key reforms across the next 5 years. Actions include improving transparency and consistency (particularly for H&S Disconnections) on costs and service quality, strengthening consumer protections, enhanced monitoring and targeted interventions to bear down on costs.
- **A move to a single enduring framework is needed** to address the limitations of the current arrangements. A new unified, enduring disconnections framework should be in place for the next Price Control period (from 2031) with a clear approach on how the costs of disconnections are recovered. This new regime will need to contain strong consumer protections, be transparent, have consistent service levels and costs minimised to ensure that the disconnections regime is an enabler of the gas transition on the route to net zero.
- Our **Disconnections Action Plan**⁴ (see chapter 5) provides information on our intended next steps. In tandem with Ofgem's actions, DESNZ is expected to publish a Call for Evidence on the gas network transition which will consider long

³ A Voluntary Disconnection is defined and explained in paragraphs [2.2] and [2.3].

⁴ We have already taken action to address some of the findings of this Disconnections Review, including through the introduction of the Disconnections Volume Driver (Volume Driver) as part of our RIIO-3 Gas Distribution Final Determination.

term changes required to ensure the disconnections regime is able to operate at scale.

2. Context & Background

Context

- 2.1 Currently, when a consumer wishes to disconnect from the gas network, the process they follow will ultimately depend on when and how they engage with their Supplier, Transporter and/or Utility Infrastructure Provider (UIP) and what information they receive from that engagement.
- 2.2 There are two alternative disconnections processes derived from parallel regulatory frameworks which result in varying consumer costs and experiences. The first process is a ‘Voluntary Disconnection’⁵, regulated by Ofgem through gas transportation licences. The second process is a ‘Health and Safety (H&S) Disconnection’⁶ which is governed by the Gas Safety (Installation and Use) Regulations 1998 (GSIUR) and the Pipeline Safety Regulations 1996 (PSR), regulated by the Health and Safety Executive (HSE).

A ‘Gas Disconnection’ refers to the physical isolation of the service pipe from the gas main, usually achieved by excavation and cutting off and sealing the service pipe as close to the main as reasonably practicable.

- 2.3 A Voluntary Disconnection is usually initiated when the consumer contacts a Gas Transporter directly, requesting to disconnect. Transporters directly charge the individual consumer for Voluntary Disconnections consistent with the requirements of their licences, although we note that the Gas Act 1986 does not explicitly anticipate charges of this nature.
- 2.4 For a H&S Disconnection, the consumer typically contacts their Supplier or UIP to remove their gas meter. The disconnection is triggered by a requirement in the GSIUR that a Gas Supplier must close the service valve or disconnect the pipework if the

⁵ [Summary-of-responses.pdf](#) refer to p.44 for the business process map of a Voluntary Disconnection

⁶ [Summary-of-responses.pdf](#) refer to p.48 for the business process map of a H&S Disconnection

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meter has not been reinstalled or replaced within 12 months of it having been removed⁷. We understand that Gas Transporters undertake works on behalf of Suppliers in fulfilment of Supplier GSIUR obligations because Gas Transporters have a separate but related obligation under the PSR to keep unused pipes in a safe condition⁸. Where this occurs, Gas Transporters incur disconnection costs themselves. The costs of H&S Disconnections are classified as Operational Expenditure (OPEX) and therefore largely recovered through gas network charges which are paid by remaining gas consumers. It is important to note that Independent Gas Transporters (IGTs) are currently limited in their ability to socialise costs across their consumer base in the same way as Gas Distribution Networks (GDNs)⁹.

- 2.5 Importantly, the development of these two alternative disconnection processes was not a deliberate product of Government policy or the desired outcome of regulatory settings. The divergence in gas disconnection service provision derives from the attempts of Gas Transporters to interpret and operationalise what they see as two parallel but separate regulatory frameworks. The resulting business processes are now driving drastically different consumer journeys, with varied levels of service, different cost recovery mechanisms and potentially inequitable consumer impacts.

The Difference between Gas Disconnections and Gas Meter Removals

For the purposes of this report, a gas ‘meter removal’ refers to removal of the meter from a customer’s premises and actions to ensure the gas supply is left in a safe condition.

A meter removal is not the same as a full gas disconnection. Unless further works are undertaken, the premises will remain physically connected to the gas network and capable of future restoration of gas supply.

Meter removals can be carried out by a Gas Supplier or accredited Utility Infrastructure Provider (UIP) and charges may apply. Some consumers may continue to incur meter-related charges after removal.

While initially outside the scope of this review, meter removals are considered within scope where relevant to disconnections, cost recovery, and consumer outcomes.

⁷ [The Gas Safety \(Installation and Use\) Regulations 1998](#) (Reg 16)

⁸ [The Pipelines Safety Regulations 1996](#) (Regulation 14)

⁹ See paragraph [4.36] for further information.

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Background

- 2.6 We have previously taken action to strengthen the disconnections regime. In 2021, we acted on Voluntary Disconnections as part of the RIIO-2 Gas Distribution Price Controls (RIIO-GD2)¹⁰ by extending existing consumer protections under the Guaranteed Standards of Performance (GSOP)¹¹ to also include disconnections undertaken pursuant to the Gas Act 1986.
- 2.7 Subsequent reports from consumers and consumer representatives indicated that the process to voluntarily disconnect from the gas network remains costly and difficult to navigate. Stakeholders highlighted concerns regarding complexity, inconsistent information and limited consumer understanding of the available disconnection routes. Consumer representatives are now steering consumers towards the H&S Disconnection pathway rather than the voluntary process. These issues contributed to our decision to undertake the Gas Disconnections Framework Review.
- 2.8 For these reasons, we commenced the Gas Disconnections Framework Review in January 2025. Our case for review is set out in our Call for Input (CFI) – ‘Exercising Consumer Choice: A review of the gas disconnections framework’¹². The review examined the regulatory framework for disconnections for domestic consumers in GB, assessing whether the current arrangements remain fit for purpose as disconnections volumes increase, with potential options for reform.

¹⁰ RIIO (Revenues = Incentives + Innovation + Outputs) is our regulatory framework to regulate energy network companies in Great Britain. It aims to ensure these companies deliver a safe, reliable and efficient service for consumers.

¹¹ GSOPs are mandated service standards that set a minimum that energy Suppliers and network operators must meet for their customers, with specific compensation payments for failing to meet these standards. The GSOPs were amended in 2021 which modified the existing Gas (Standards of Performance) Regulations 2005 to keep pace with inflation. The amendment aimed to better align compensation payments with the actual costs customers face when a gas transporter fails to meet performance standards.

¹² [Call for Input - Exercising Consumer Choice: A review of the gas disconnections framework](#)

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- 2.9 Our CFI, published in March 2025, received and analysed 15 written responses¹³. Analysis of the data collected is captured in our Summary of Responses. We subsequently issued a Request for Information (RFI) in August 2025 receiving 10 written responses¹⁴. The information we received from the RFI filled the majority of data gaps not evidenced through the CFI. We also engaged a wide range of stakeholders for our workshop series conducted between November 2025 and April 2026, which was a critical part of finalising the information-gathering stage of the review¹⁵.
- 2.10 Midway through this review we introduced the RIIO-GD3¹⁶ Volume Driver¹⁷ which exerts downward pressure on costs from the H&S Disconnection process and supports improved reporting on H&S Disconnection costs to Ofgem. However, the Volume Driver is a transitional measure that reflects existing arrangements for the recovery of H&S Disconnection costs. It provides an important mechanism for improving transparency and managing costs during RIIO-GD3 while longer-term disconnections reforms are developed.

On ‘Disconnections’, ‘Disconnections at Scale’ and ‘Decommissioning’

Gas Disconnections refer to the permanent disconnection of an individual premises from the gas distribution network (at the customer’s request or for safety reasons). This typically involves removal of the meter and service pipe as close as practicable to the relevant main.

Disconnections at Scale involves disconnections of multiple premises collectively (typically in a planned or sequenced manner), allowing for operational efficiency and potentially mitigating the local or systemic impacts of network decline. Unlike decommissioning, this

¹³ These included three consumer and environmental groups, eight GDNs and IGTs, three suppliers and one from the National Energy System Operator (NESO). We received additional responses from additional interested parties, such as consumers, but these did not form part of total analysis of our Summary of Responses, noting limitations on scope.

¹⁴ These responses were from four GDNs, five from IGTs and one from the general public. Transporters provided their data under the requirements of the Gas Act 1986. For the purposes of this report, the data has been anonymised in subject to statutory restrictions on disclosure under section 105 of the Utilities Act 2000.

¹⁵ Attendees included industry representatives (Transporters, Suppliers, data system representatives and UIPs), as well as those representing other interests, including government (DESNZ, DWP, HSE) and consumers (Citizens Advice Bureau, Citizens Advice Scotland, and think-tank Sustainability First).

¹⁶ The current set of price controls for the Electricity Transmission, Gas Distribution and Gas Transmission sectors which will cover the five-year period from 1 April 2026 – 31 March 2031.

¹⁷ [RIIO-3 Final Determinations – Gas Distribution](#) p.102 (2025) This Volume Driver targets disconnections completed by GDNs only and prescribes Transporters specific unit rates for H&S Disconnections. This unit rate manages the amount charged to consumer bills.

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does not necessarily require the removal of large gas network assets, but may involve removal of multi-customer assets such as risers or above-ground installations.

Network Decommissioning is the retirement of large gas network assets such as mains and associated infrastructure (pressure control, safety, control and civil assets), driven by commercial or public policy objectives. While this review aims to support disconnections at scale, decommissioning is presently outside its scope as it is ultimately a matter for government policy.

3. Glossary

Term	Abbreviation
Call for Input	CFI
Department for Energy Security and Net Zero	DESNZ
Department for Work and Pensions	DWP
Future Energy Scenarios	FES
Gas Distribution Network	GDN
Gas Safety (Installation and Use) Regulations 1998	GSIUR
Guaranteed Standards of Performance	GSOP
Health and Safety	H&S
Health and Safety Executive	HSE
Independent Gas Transporter	IGT
National Energy System Operator	NESO
New Roads and Street Works Act 1991	NRSWA
Pipelines Safety Regulations 1996	PSR
Relative Price Control	RPC
Request for Information	RFI
Revenue = Incentives + Innovation + Outputs (price control framework)	RIIO
First RIIO Price Control for Gas Distribution	RIIO-GD1
Second RIIO Price Control for Gas Distribution	RIIO-GD2
Third RIIO Price Control for Gas Distribution	RIIO-GD3
Utility Infrastructure Provider	UIP
United Kingdom	UK
Great Britain	GB
Boiler Upgrade Scheme	BUS

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4. Evidence

- 4.1 Over the course of this Review, we gathered quantitative and qualitative evidence via our CFI, RFI and sector workshop series to understand the scale of the problem and build a concrete case for change. We have drawn the following key findings from the evidence gathered during the review.

Key Findings

Disconnections Volumes and Access

- 4.2 Disconnection volumes are much lower than previously anticipated and low volumes of disconnections are predicted by Gas Transporters between now and 2034/35. While we did not establish a causal statistical link between the dual disconnections framework and consumer behaviour, qualitative sector feedback from consumer representatives cited informational issues and process complexity as key barriers to access. Importantly, the FES: NESO Pathways to Net Zero 2025 data¹⁸ envisages significantly more households transitioning off the gas network across the same period. The current disconnections landscape differs from common perceptions; H&S Disconnections are the favoured option by consumers and already account for approximately 77% of disconnections carried out. This has driven a de facto shift to socialisation of costs to remaining gas consumers as these costs are recovered via Transporter network charges.
- 4.3 Despite previous attempts by Ofgem in 2023 to standardise consumer information for disconnections, significant barriers to access clearly remain for those seeking to disconnect from the gas network.

Disconnections Quality of Service

¹⁸ [The FES: NESO Pathways to Net Zero 2025](#) are used to provide an independent view of a range of pathways for the energy system. There are four scenarios within the FES documents, with two, Holistic Transition (most ambitious) and Falling Behind (least ambitious), used within this analysis to consider the range of credible outcomes. The Holistic Transition pathway represents what may be required to reach Net Zero by 2050. The Falling Behind scenario represents the slowest credible route of decarbonisation and does not reach Net Zero by 2050.

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- 4.4 The current regulatory landscape for disconnection quality is fragmented. While Voluntary Disconnections are subject to standards of performance¹⁹, H&S Disconnections are subject to limited regulatory oversight of service delivery²⁰, despite this being the route under which most disconnections are carried out.
- 4.5 Regulatory complexity, coupled with the absence of consistent service standards and reporting requirements across Voluntary and H&S Disconnections, results in uneven protections for consumers and creates a credible risk that services may not consistently meet consumer expectations.

Disconnections Costs and Prices²¹

- 4.6 The current dual framework features significant variations in the cost and price of disconnections. Variations occur regionally, between GDNs and IGTs, and also between both disconnection pathways - Voluntary and H&S Disconnections. GDN and IGT predictions indicate costs and prices will increase rather than reduce in the future.
- 4.7 Our review found that gas disconnection costs may reasonably vary for legitimate reasons however no clear justification or rationale was given to explain the very large range, or regional disparity between disconnection costs.

¹⁹ Gas (Standards of Performance) Regulations 2005

²⁰ The HSE does not have regulatory responsibility for ensuring customer service or experience aspects of the H&S Disconnection service, as the HSE's primary responsibility is ensuring safety of service.

²¹ For the purposes of this review, we define 'costs' as the total financial resources or monetised non-financial resources required to deliver a gas disconnection service end-to-end, including labour, materials, civis, street works, administrative and compliance costs. We define 'prices' as the amount ultimately charged to, or directly recovered from, consumers. Due to the different way in which such costs are recovered, consumers may expect to be charged a price for a Voluntary Disconnection, however H&S Disconnections do not have prices for individual consumers. Instead, costs are indirectly covered by other gas consumers through socialised charges on energy bills.

Findings – quantitative and qualitative evidence

4.8 The evidence we consider most important in order to understand current trends and issues is included in this section. More detailed data and analysis (including discussion of disconnections regulation and service design) is provided in Appendices [A] and [B] to this report.

4.9 Our analysis is split into three sections:

- **Part A:** Disconnection volumes and access²²
- **Part B:** Disconnections quality of service
- **Part C:** Disconnections costs and prices

Part A: Disconnection Volumes and Access

4.10 Estimates of the number and timing of households disconnecting from the gas network are key assumptions underpinning strategic energy planning. Understanding historical disconnections, and how Gas Transporter forecasts compare with FES: NESO Pathways to Net Zero 2025 data²³ is critical for considering the future operation and scaling of the gas disconnections framework.

4.11 Transporters were therefore asked to provide historical and future volumes of households connected to the gas network. Between FY2021/22 and FY2025/26 there were more than 96,000 recorded disconnections²⁴.

4.12 The number of households remaining on the gas network is forecast by Gas Transporters to decrease by only 2.9% between FY2025/26 and FY2034/35. Gas Transporter forecasts indicate substantially lower rates of transition away from the gas network than those assumed in the FES pathways over the same period.

4.13 **Transporters predicted customer numbers to drop by only 710,000 after 10 years,** whereas the FES Holistic Transition pathway envisages a **drop of 7.8 million over the**

²² We note that in the RFI response, the GDNs and IGTs only provided figures up until the end of FY2034/35.

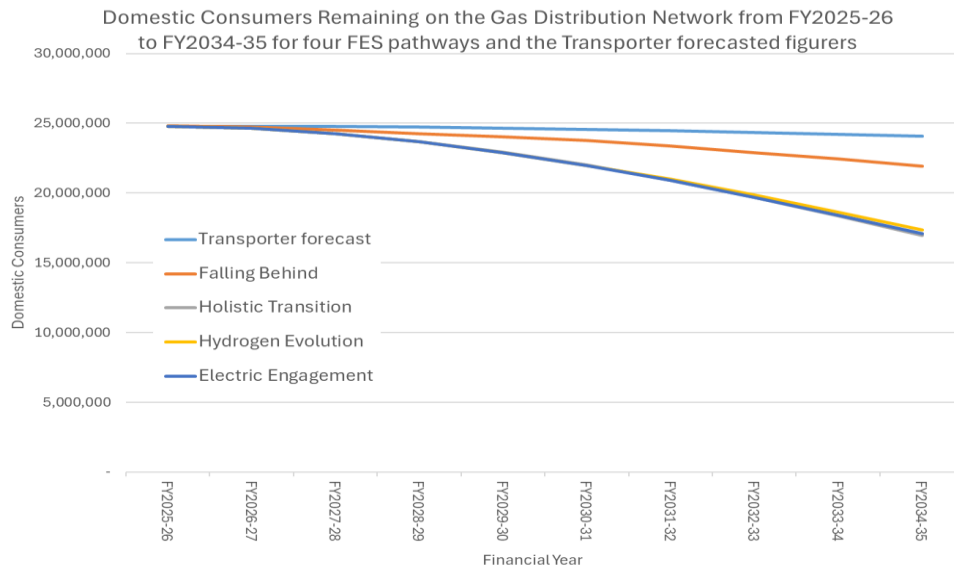
²³ [Future Energy Scenarios: NESO Pathways to Net Zero 2025 Data Workbook - Tab F44: Heat Pump Stock](#)

²⁴ As H&S Disconnections are not fully recorded by some GDNs, the actual disconnection number is likely to be slightly higher.

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same period²⁵. This data shows that both historic actuals and Gas Transporters' predictions regarding future disconnection volumes deviate substantially from assumptions underpinning published FES pathways, with implications for both medium- and long-term security of supply and strategic energy planning.

Figure [1]: The predicted customer numbers between FY2025/26 and FY2034/35 based on the Transporter forecasts and four FES pathways



4.14 While the review did not establish a causal statistical link between the dual disconnections framework and the volumes of disconnections, it is possible that informational issues and process complexity could be impacting the level of disconnection volumes.

4.15 Stakeholders in our workshop series agreed that consumer knowledge gaps prevent equal access to disconnection services, with participants highlighting the need for more consistent and aligned public information on disconnections²⁶.

4.16 Ofgem attempted in 2023 to standardise consumer information for disconnections, however significant barriers clearly remain for consumers seeking to disconnect from

²⁵ FES 2025 Data Workbook, Heat Pump Stock (Graph F.44)

²⁶ Sustainability First, through their [Disconnections Strawman First document](#) provided specific evidence of this issue through a review of existing public-domain Supplier and Transporter materials illustrating inconsistency in approach, published March 2026.

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the gas network. Research by Sustainability First found that consumers struggle to locate credible and consistent information regarding gas disconnections, with the issue further exacerbated for vulnerable consumers who may have additional needs. There are three issues we consider as critical in understanding the current status quo:

- Consumers may not clearly understand the distinct roles between Suppliers, Gas Transporters and UIPs, nor how these parties interact across the disconnection journey. This lack of clarity creates uncertainty about who to contact at different stages, increases risks of delays and perceived poor service outcomes.
- Many consumers are unable to distinguish between meter removal and a full gas disconnection or understand that a meter removal may eventually result in a permanent disconnection via one of the two routes. This lack of clarity does not support the consumer to make an educated assessment of whether to proceed with the service, or the relative impact the service may have to their day-to-day life (such as impacts of disconnection works, future access to gas supply or reconnection costs).
- Consumers may not be aware of the difference between disconnection routes, meaning that as volumes scale many consumers may not be equipped to make informed decisions on the disconnection services they may choose to access. Given the cost differential, consumers who are aware of the different routes may pay no cost upfront whilst others pay as much as £1,756.06 - £3,285.19²⁷.

Consumers in Vulnerable Situations and Gas Disconnections

Consumers in vulnerable situations are those who may be less able to protect their interests or more likely to experience detriment due to factors such as health, financial circumstances, or personal circumstances. Ofgem's Consumer Vulnerability Strategy aims to improve outcomes through better identification, support, and inclusive services.

In the context of gas disconnections, vulnerable consumers may face additional barriers, including financial constraints, limited access to information, digital exclusion, or dependence on third-party support. These factors can make it harder for these consumers to disconnect even when remaining connected no longer meets their needs.

²⁷ This uses the average figures for a Voluntary Disconnection from Table [1] for GDNs and IGTs.

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Ensuring vulnerable consumers can access disconnection services on an equal basis is essential, particularly as consumers may be exposed to increasing residual costs. This review makes recommendations relevant to vulnerable consumers, while recognising that wider government policy will need to consider protections during the transition away from gas.

- 4.17 Improved consumer guidance and information is necessary to support access to gas disconnection services. As part of our Disconnections Action Plan, we intend to explore the development of **clearer guidance to be distributed** jointly by Ofgem and Citizens Advice to consumers that clearly outlines: how to disconnect, who to contact, what consumers should expect when they request their gas to be disconnected (including, what the associated costs, timelines, and outcomes are in the process), and what to do if they are dissatisfied with the service. Such guidance will need to be suitably accessible for consumers in vulnerable situations, including offline access for the digitally excluded.
- 4.18 Improved information will better support consumers to navigate the disconnection journey in an informed manner, and moreover, may support more consumers to move to disconnect, especially if they can understand what the pathway reasonably entails.
- 4.19 Industry should consider how to develop a **single intake route for consumers**, managed by Suppliers (whom already have pre-existing relationships with consumers) to ‘case-manage’ the process and direct the consumer to the next point in the journey. This should reduce confusion around who to contact and what the next steps may be in the disconnection journey.

Part B: Disconnections Quality of Service

- 4.20 We note that the current regulatory landscape for disconnection quality is fragmented. Regulatory complexity, coupled with the absence of consistent service standards and reporting requirements across Voluntary and H&S Disconnections, creates a credible risk that services may not consistently meet consumer expectations. In particular, there is limited to no regulatory oversight of service quality for disconnections undertaken pursuant to health and safety legislation, with existing service quality

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regulation largely confined to Voluntary Disconnections through the Guaranteed Standards of Performance (GSOPs). This results in uneven protections for consumers.

- 4.21 Consumer representatives noted anecdotal evidence that the disconnections process was unclear, consumers may not have adequate rights to/awareness of redress or know which service provider they should be lodging a complaint about.
- 4.22 GDNs consider they are delivering a quality service; they suggest customer services show high levels of satisfaction for Voluntary Disconnections but acknowledge that no data exists for H&S Disconnections²⁸.
- 4.23 GDNs noted that they took safety considerations very seriously. They explained the challenges of overseeing and ensuring the full end-to-end safety of the disconnection service relate to gaps in service delivery data between service providers. The need for clarity on who should manage the disconnection process was also raised. The sector noted that Suppliers often cease contact with consumers following meter removal, which the sector views as a critical issue to consistency in the consumer journey. They noted that it is often left to Transporters to re-engage with consumers despite no pre-existing consumer relationship. Transporters therefore are required to engage with limited or incomplete data on the work-to-date, and often limited awareness from the consumer of the work that is required to finalise the disconnection.
- 4.24 Consistent and high service quality will be critical as gas disconnections are predicted to increase in volume over time. This service quality is essential from both system planning and consumer interest perspectives. Without clear standards and monitoring, there is a risk that system planners will lack the robust data needed to understand where and how disconnections are occurring across GB²⁹. Poor service standards (across an increasing number of disconnecting consumers) also risk undermining consumer choice by weakening confidence in service providers and deterring those still on the gas network from disconnecting.

²⁸ This is anecdotal evidence from GDNs. We have not undertaken our own data collection on the levels of customer satisfaction for disconnection services.

²⁹ For example, inconsistent recording of disconnection outcomes or timelines limits the ability of Ofgem, DESNZ and NESO to assess network utilisation, plan future potential decommissioning activity, or design consumer protections.

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- 4.25 Owing to consumer characteristics (geography, building type, location of the pipe) and expectations (timing, conduct) some variation will inevitably exist in the services different consumers receive across GB. However, such variability must sit within a framework of **clear minimum quality standards** which includes appropriate vulnerability considerations, so that all consumers can expect a baseline level of service, transparency and protection, regardless of location or disconnection route. Where services fall below this minimum standard, consumers should have clear routes for redress and accountability.
- 4.26 Health and safety regulations are clear. They include obligations on all persons performing disconnections (schedule 2B, obligations on Suppliers and obligations on Transporters). We appreciate the contention of Gas Transporters that disconnections responsibility lies with Suppliers under GSIUR. However, through our Volume Driver, we have now funded Transporters for this work in accordance with their PSR duties, who are practically responsible for ensuring a safe disconnection is carried out.

Innovation and Gas Disconnections

Innovation will be important in delivering gas disconnections efficiently, at low cost, and at scale as demand for gas declines. Developing faster, safer and more cost-effective approaches will help manage network decline in an orderly and consumer-focused way.

Service providers are primarily responsible for innovation. Suppliers and UIPs can improve meter removal processes, while Gas Transporters are expected to develop both technical and operational innovations that reduce costs and support scalable delivery.

We welcome ongoing industry efforts to lower disconnection costs, including proposals for lighter-touch disconnection options. Rather than prescribing specific solutions, we support innovation through funding, regulatory incentives and flexibility, while maintaining safety standards and encouraging learning from international practice.

- 4.27 Health and safety requirements were flagged as a barrier to innovation. We do not agree with this contention and fully expect Gas Transporters to explore disconnections innovations at the lowest possible cost. We also expect Gas Transporters to liaise with the HSE as appropriate to update their safety cases and explore the range of innovation funding mechanisms available under RIIO-3 for innovation.

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4.28 As a general principle, customer satisfaction should be dealt with by the party who has effective control over those matters in relation to which the customer has complained. For meter removals this is the Supplier (or UIP). For disconnections this is the Transporter (or UIP). Those parties should be accountable for the quality, timeliness and workmanship of those activities. Confusion frequently arises where responsibility is not clearly transferred or communicated – for example, where Supplier engagement ceases following meter removal, leaving consumers mid-way through the process. Responsibility for customer satisfaction must transfer at a clearly defined handover point and this must be made clear to consumers. We expect industry to come forward with proposals on how customer handovers can be improved and how support for consumers in vulnerable situations can be improved. Failing that, we will address this issue as part of our Disconnections Action Plan.

Gas Disconnections for Non-Domestic Users

Non-domestic users include commercial, industrial and public sector organisations that use gas for business operations rather than household consumption. The sector is diverse, ranging from small businesses to large industrial users, with gas use varying significantly regardless of business size.

Unlike domestic consumers, non-domestic users may access gas through a range of contractual arrangements, including suppliers, brokers and procurement agents. As a result, consumer protections, dispute resolution processes and charging arrangements can differ considerably across the sector.

Responses to our CFI highlighted the sector's diversity and the complexity of existing arrangements. We therefore acknowledge the limitations of this review in relation to non-domestic consumers. Further work will be required to develop arrangements that ensure non-domestic users can access reliable disconnection services at lowest cost.

Part C: Disconnections Costs and Prices

4.29 We collected data from the Gas Transporters and gathered publicly available information on the current and future cost and price of disconnections to understand the financial impact on consumers of gas disconnections.

Health and Safety Disconnections

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- 4.30 The overall average H&S Disconnection cost across the GDNs is £903.47, with a range from £526.39 to £1,170.93 for disconnections between FY2025/26 and FY2034/35. For IGTs, the costs range from £2,250.84 to £4,551.00 per disconnection over the same period. This is a **difference in cost of over 100% within the GDN disconnection services**, and **up to an 870% difference in cost between GDNs and IGTs**³⁰ (costs which are then socialised across their consumer base).
- 4.31 For simple H&S Disconnections³¹, the cost for GDNs ranges from £151.63 to £427.76, with an average of £285.78. For complex disconnections, the cost for GDNs ranges from £1,427 to £2,280 with an average of £1,806. GDNs suggested that the costs of a simple H&S Disconnection may rise to meet the costs of the complex disconnection, due to evolving safety guidance and resulting delivery practices³².
- 4.32 There is variability on disconnection costs over time, with GDNs predicting **the cost of an average H&S Disconnection to increase by up to 24% by FY2034/35** compared to FY2025/26. Price rises are not linear between each financial year but change between 1% & 5% year-on-year over the 10-year time span. Some GDNs are predicting no change in cost across the 10-year span, whereas others predict a 79% increase across the same time period (7% year-on-year rise on average). IGTs predicted between a 0% and 29% increase over the same period (between 1% and 5% change year-on-year).

Voluntary Disconnections

- 4.33 For Voluntary Disconnections, across the same period, the average price that was charged to consumers across the GDNs is £1,756.06, with a range from £960.90 to £2,465.42. For IGTs, prices ranged from £2,250.84 to £4,551.00 over the same period.

³⁰ IGT respondents provided the same costings for H&S and Voluntary Disconnections (see sections [4.30 and 4.33]). Due to the low number of disconnections, services are outsourced to contractors who charge the same (regardless of whether the disconnection is H&S or Voluntary).

³¹ There are three main ways disconnections are currently undertaken. Ofgem understands that the disconnection cost can vary significantly based on which disconnection is undertaken, for example, a simple H&S Disconnection usually requires less work (i.e., the pipe does not need to be disconnected at the mains), and complex H&S Disconnection and Voluntary Disconnections often require the pipe to be disconnected at the main and/or require additional works which drive up costs. A process map of these disconnections can be found in the Summary of Responses: Gas Disconnections Framework Review.

³² For this analysis, the H&S costs combine both the simple and complex approach, which may more accurately reflect the true costs of disconnections in the future.

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This is a difference of over 150% between the different GDNs and over 450% between GDNs and IGTs.

4.34 Regional disparity is evident in disconnection prices, with WWU being the cheapest and Cadent the most expensive based on publicly sourced data.

Table [1]: Summary of cost/price ranges by disconnection type³³

Type of disconnection	GDN: lowest	GDN: average	GDN: highest	IGT: lowest	IGT: average	IGT: highest
Simple H&S	£151.63	£285.78	£427.76	£457.81	£702.20	£1,674.98
Complex H&S	£1,427.00	£1,806.00	£2,280.00	£2,250.84	£3,507.10	£5,862.00
Average H&S	£526.39	£903.47	£1,170.93	£2,250.84	£3,285.19	£4,551.00
Voluntary	£960.90	£1,756.06	£2,465.42	£2,250.84	£3,285.19	£4,551.00

4.35 Gas Transporters contended that Voluntary Disconnection prices are broadly cost-reflective but hard to predict³⁴. Consumer representatives expressed concern that public prices underestimate what consumers pay. All stakeholders were sceptical that competition could meaningfully drive down prices and emphasised that Gas Disconnections services are delivered largely within a natural monopoly context.

Competition in Gas Disconnections

Competition can improve efficiency, lower prices and support innovation. However, gas distribution networks are natural monopolies, meaning a single provider can typically deliver services more efficiently than competing firms.

We take an evidence-based approach to competition, recognising both its potential benefits and the costs of introducing it where it may be inefficient. This aligns with the Department for Energy Security and Net Zero's (DESNZ) emphasis across the Ofgem Review on proportionality and consumer value rather than competition as an end in of itself.

While greater competition may not drive short-term optimised outcomes, we are mindful that our policy and regulatory decisions may impact emerging or nascent markets. In particular, decisions that restrict access, entrench incumbency, or enable active

³³ Please note that some IGTs costed their average/complex and Voluntary Disconnections as the same. For accessibility, the boxes in grey mark the average costs/prices for GDNs and IGTs.

³⁴ It should be noted that Gas Transporters are allowed by the terms of their licence to make a profit in addition to any costs incurred in carrying out disconnection services.

discrimination risk limiting the natural development of third-party providers in areas such as gas disconnections. Over time, such outcomes could have unintended consequences, including reduced innovation, fewer delivery models, and a contraction of the skilled workforce, as the pool of gas engineers operating outside distribution businesses seek work elsewhere in the utility sector.

IGT costs

4.36 IGTs differ from GDNs in that their charges are not set through the RIIO price control but are regulated under the Relative Price Control (RPC) framework. IGTs are currently limited in their ability to socialise these costs across their customer base in the same way as GDNs. IGTs may therefore experience greater cost impact (in comparison to GDNs) as volumes increase. We calculate the total IGT cost impact to be £1.2 billion for the IGT predicted disconnection figures, £1.2 billion for the Falling Behind pathway and £3.1 billion for the Holistic Transition Pathway³⁵. As part of Ofgem’s separate IGT RPC review, options were considered to address the constraints of the RPC.

Bill impact across the UK

4.37 As the UK progresses to net zero and consumers move to low carbon heating, there will be costs associated with disconnecting consumers from the gas network. Under current arrangements and without government intervention, the majority of these costs would be recovered through network charges paid by the remaining gas consumers.

4.38 Under current transporter forecasts, the impact of socialised disconnection costs on consumer bills is limited. However, under pathways involving materially higher levels of transition away from the gas network, those impacts could become more significant (see table below). This illustrates that the sustainability of current cost recovery arrangements is heavily dependent on the pace of the gas transition. More detailed analysis is provided in Appendix A.

Table [2]: *The percentage bill increase without intervention on the FY2034/35 medium consumption bill based upon current GDN projections and current FES Pathways*

³⁵ For these calculations, we have taken the average H&S cost for disconnections and the number of consumers required to meet the different pathways.

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Pathway	Percentage Bill Increase FY2034/35
GDN Predicted Numbers	0.2%
Falling Behind FES	2.6%
Holistic Transition	9.3%
Hydrogen Evolution	8.3%
Electric Engagement FES Pathway	8.4%

Cost drivers and cost differences regarding GDNs and IGTs

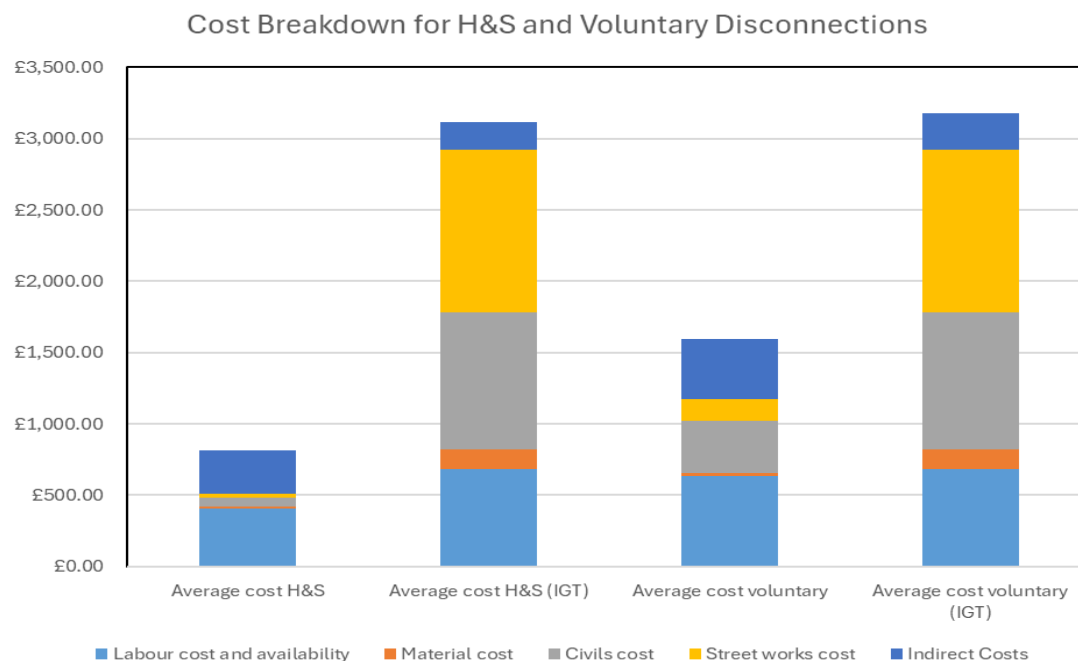
- 4.39 A disconnection is made up of different fixed and variable costs, some of which, either we or Gas Transporters could directly influence, with others (e.g. labour, planning, street works) requiring the assistance of others to decrease. The RFI requested the GDNs and IGTs for a breakdown on the specific costs that make up a disconnection³⁶, including direct costs and indirect costs³⁷. We sought this data to understand the cost drivers associated with disconnections and to identify trends and areas of opportunity to improve consumer outcomes.
- 4.40 Across simple and complex H&S Disconnections and Voluntary Disconnections, the costs given by each GDN and IGT varied widely both within their individual regions and across GB (see Appendix [A] for further information). Figure 2 details the cost drivers for different types of disconnections across GDNs and IGTs.

³⁶ Please see [Request for Information: Gas Disconnections Framework Review | Ofgem - Excel Spreadsheet](#) for a breakdown of the questions/further detail. It is important to note that there are differences between Gas Transporters in how this data is captured and recorded. Until now, this information has never been required to be stored by Gas Transporters, and there are differences in how Gas Transporters record and report internally on disconnections and associated costs.

³⁷ Direct costs were broken down into labour cost and availability; material costs; civil costs and street work costs. Indirect costs were broken down into administrative costs and any other costs not attributable to any of the other areas.

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Figure [2]: Detailing the cost drivers for different types of disconnections between FY2025/26 and FY2034/35 across the GDNs and IGTs.



Key cost drivers

4.41 Gas Transporters identified labour, civils, street works, materials and indirect costs as key drivers of disconnection costs. The relative importance of these cost categories varies considerably between Gas Distribution Networks (GDNs) and Independent Gas Transporters (IGTs), reflecting differences in operating models, geography, delivery arrangements and scale.

4.42 Labour is the largest cost component for GDNs, representing between 36% and 54% of average disconnection costs, compared to around 20% for IGTs.

4.43 Civils costs represent between 10% and 41% of voluntary disconnection costs for GDNs and are expected to become increasingly significant as disconnection practices evolve.

4.44 Street works costs account for between 2% and 15% of costs for GDNs and between 19% and 41% for IGTs, reflecting variations in permitting requirements, traffic management obligations and delivery approaches.

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- 4.45 Materials account for a relatively small proportion of costs, ranging from around 0.5% to 9% for GDNs and 0.5% to 3% for IGTs.
- 4.46 Indirect costs, including administration and back-office functions, vary between transporters and may offer opportunities for greater economies of scale if disconnection volumes increase and processes become more aligned.
- 4.47 The evidence demonstrates that no single factor explains the differences in disconnection costs observed across Great Britain. Rather, differences arise from a combination of the above costs categories. As disconnection volumes increase, workforce capacity, skills availability and permitting requirements may place additional pressure on costs and delivery timescales. Transporters should therefore work with government, highway authorities, the HSE and other stakeholders to improve workforce planning, identify operational efficiencies and explore innovative delivery approaches that maintain safety while reducing costs. Early action in these areas will help ensure that disconnection services can be delivered efficiently and at scale as the gas network evolves.

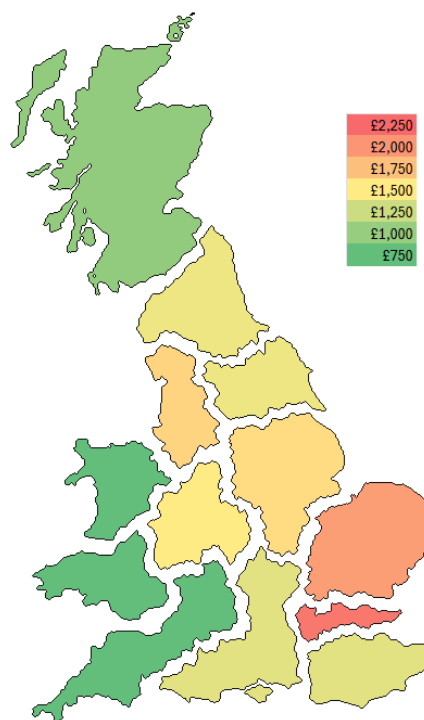
Regional analysis of disconnection prices

- 4.48 Both within and between GDNs, there exists a wide range of prices associated with disconnections in different locales. We sourced publicly available information on Voluntary Disconnection prices^{38 39}. The heatmap below shows London to be the most expensive region with Wales and Southwest England as the least expensive. This is likely due to the costs associated with performing road works in busier built-up urban areas.
- 4.49 For details of the network specific unit costs for simple and complex H&S Disconnections set under our Volume Driver, please see Appendix A.

³⁸ Please note, this is information available as of April 2026 from our desktop research and may not be full or final figures of a transporter's relevant disconnection (depending on additional (or fewer) works required). Further, we note this information is not to call out non-publication of prices, and we note that not all IGTs complete disconnections, and/or are required to publish prices.

³⁹ According to the GDNs, the figures in Table 3 are based on disconnections, the vast majority of which are of ≤63mm polyethylene (PE) or 2-inch metallic pipework; however not all are on ≤63mm polyethylene (PE) or 2-inch metallic pipework.

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Figure [3]: Heat map of publicly available GDN Voluntary Disconnection prices**Table [3]:** Graph of publicly available Voluntary Disconnection prices reported by GDNs

Company	Indicative Lower Range	Indicative Upper Range
Cadent ⁴⁰	£1393	£2157
SGN ⁴¹	£943	£1335
WWU ⁴²	£510	£977
NGN ⁴³	£1,234	£1,413

Discussion on costs and prices

4.50 Under existing policy, **all consumers already have access to a basic gas disconnection service at no cost to the disconnecting consumer.** This position may appear radical but is simply a statement of the current status quo. This service must be completed in line with existing timeframes and safety provisions for a H&S

⁴⁰ [Indicative Pricing tool - Cadent Gas Ltd](#)

⁴¹ [Apply to disconnect from the gas network | SGN Your gas. Our network.](#)

⁴² [connections-and-other-distribution-services-charges-march-2025.pdf](#)

⁴³ [What to expect | Northern Gas Networks](#)

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Disconnection under the GSIUR and the PSR, at a time and via a method decided at the Gas Transporter's discretion.

- 4.51 In the short to medium-term, the costs of H&S Disconnections and the amounts socialised to other gas consumers will continue to be managed under the Volume Driver. Most stakeholders expressed concerns about the sustainability of this model and we are clear that this approach is transitional and will only act as a workable solution in the short-term while disconnection volumes remain low. As the gas customer base declines, continued reliance on socialisation will be less sustainable and risks placing increasing cost burdens on remaining gas consumers.
- 4.52 We want to ensure the preservation of consumer choice when disconnecting from the gas network and therefore consider that consumers should retain the option to request an expedited or bespoke (Voluntary) Disconnection service based on preference rather than basic need. Bespoke disconnection services may limit the Gas Transporter's ability to deliver the service at lowest cost. In such cases, we consider it may be reasonable for a proportionate service fee to continue to apply to reflect additional costs. These fees must be clearly explained. However, we will explore ways to make charges clearer and will also bear down on prices as part of the Disconnections Action Plan. We will concurrently work closely with Gas Transporters to most efficiently make use of the existing framework in the short-medium term and look to explore the transition to a single service in time for the next Price Control period starting in 2031.
- 4.53 Our review and proposals do not seek to resolve the long-term issue of 'who pays' but to stabilise the current framework and reduce costs and inequalities in the interim. We continue to work closely with Government to support the development of durable, equitable long-term arrangements, which these improvements will help to support.
- 4.54 We recommend that stakeholders refer to forthcoming DESNZ's Call for Evidence on the recovery of gas network transition costs which seeks to better assist Government to understand these emerging challenges and inform wider policy development.

Who Pays for Gas Disconnections?

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Questions about who pays for gas disconnections are central to cost recovery.

While price signals can influence consumer behaviour, their role is more limited in natural monopoly networks such as gas distribution. Notwithstanding this, the OECD has consistently observed that even in non-competitive markets, co-contributions can remain an important consumption signal, shaping behaviour at the margin and supporting perceptions of fairness⁴⁴. Cost recovery therefore remains relevant, even where prices cannot reflect full market dynamics.

Costs for H&S Disconnections are presently socialised, while customers requesting Voluntary Disconnections usually pay the associated costs. These arrangements form the basis of current practice.

This review does not propose major changes to that approach. Instead, it seeks to formalise existing arrangements and reduce discretionary charges where possible. Longer-term decisions on cost recovery and the allocation of transition costs are matters for Government in considering the wider future of the gas network. The timing of this should be aligned with the move to one single disconnections regime for the next Price Control period starting in 2031. We expect DESNZ to begin addressing wider gas network and disconnection cost recovery as part of their forthcoming Call for Evidence.

⁴⁴ OECD (2019), *Competition for the Market: Advocacy and Enforcement in Concessions*, OECD Competition Committee, Background Note by the Secretariat, DAF/COMP/GF(2019)7, Organisation for Economic Co-operation and Development, Paris. Available at: https://www.oecd.org/en/publications/competition-for-the-market_f0a896a0-en.html

5. Next Steps & Recommendations

- 5.1 Despite gathering a strong and robust evidence base supporting the case for change, our review has unearthed many practical and regulatory complexities that arise as consumers increasingly seek to disconnect from the gas network, alongside several systemic issues that fall outside our statutory remit. We intend to take immediate regulatory action to stabilise the current system while also exploring the creation of a new unified, enduring disconnections framework. To do this, collaboration with Government and key sector actors will be critical if we are to make meaningful, enduring reforms.
- 5.2 This Chapter sets out Ofgem’s intended next steps and stakeholder recommendations for short-medium term and long-term reforms.

Short- and medium-term reform

Ofgem’s next steps

- 5.3 In the short term it is appropriate and necessary to take action within our remit to improve the operation of the existing gas disconnections framework. We will address the most significant consumer, cost and service quality issues identified through this review, while preserving the benefits of existing arrangements and supporting future reform.
- 5.4 This will involve strengthening standards and protections, particularly in the H&S Disconnection pathway and where differences between the two pathways create inconsistent consumer outcomes. We will prioritise clearer and more consistent consumer guidance, standardised information provided by Suppliers and network operators, alongside greater transparency of costs and charging practices. We will also work with stakeholders to improve accountability, clarify responsibilities across the consumer journey and strengthen the evidence base on costs, impacts and consumer experiences. These actions will improve the transparency, consistency and efficiency of the existing framework, address current gaps in service oversight and consumer protections (notably in the H&S route), and support the development of longer-term reforms. Over the latter part of RIIO-GD3 and into the transition to the next

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Price Control period from 2031, we will progress reforms to address the structural limitations of the existing gas disconnections framework. These actions are focused on reshaping incentives, funding arrangements and service standards to support higher disconnection volumes, resulting in a transition away from parallel routes towards a more unified framework. This is expected to require amendments to licence conditions, GSOPs and Supplier codes.

5.5 Please refer to the Disconnections Action Plan on page [34] for further information on our intended next steps.

Recommendations to Stakeholders

Stakeholder	Recommendation(s)
The Health and Safety Executive (HSE)	We welcome further close collaboration with HSE to ensure an energy transition that is fair, safe and delivered at lowest cost for consumers. We acknowledge HSE's willingness to date to consider disconnections innovations (which may assist in reducing rising disconnection costs) and we encourage further collaboration with GDNs and IGTs.
National Energy System Operator (NESO)	NESO should seek disconnection data from GDNs, IGTs and, where possible, UIPs, and incorporate this into future system modelling. Presently, FES scenarios use heat pump adoption as a leading indicator for reduction in domestic gas demand. However, we consider gas disconnections figures provide a more accurate indicator of gas decline than proxy measures alone. NESO should also begin to articulate its potential role in facilitating disconnections at scale as part of whole-system cross-vector planning from 2028 and reflect this thinking in its contribution to Government's gas transition work.
Suppliers	We would like to reinforce that managing the end-to-end consumer relationship remains, for now, a core Supplier responsibility. We are persuaded by arguments made from Transporters and consumer advocates that this relationship should sit with Suppliers. However, we will

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	explore potential revisions to existing roles and responsibilities through our Disconnections Action Plan.
Gas Transporters	We will work closely with Transporters to implement the outcomes of this review. However, we still strongly encourage them to use all available levers to innovate and drive efficiencies. Transporters are uniquely placed to propose safety reforms to the HSE and are encouraged to do so in the strongest possible terms.
Utility Infrastructure Providers (UIPs)	We encourage UIPs to continue to develop and maintain high-quality meter removal and disconnection services to support consumer choice, and ensure consumers benefit from a competitive market. While UIPs remain outside of our remit, their continued availability to deliver is an important link to delivering a quality service.
Central Data Service Provider (CDSP)	Stakeholders highlighted data quality issues that create wasted opportunities to share data with new partners, including UIPs, DNOs and NESO. In light of Project Trident ⁴⁵ , we recommend that XoServe considers how the project can improve the quality, accessibility and sharing of disconnection-related data, enabling more efficient coordination across market participants.

Long-term solutions

- 5.6 While several short- and medium-term improvements can be delivered within the existing framework, structural issues from primary legislation will persist until addressed by Government as they cannot be fully resolved through regulatory action alone.
- 5.7 Questions about who ultimately pays for gas disconnections sit within wider policy choices about the future role of the gas network and the allocation of transition costs.

⁴⁵ [UK Link modernisation | Project Trident](#)

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Our proposals do not seek to resolve this issue unilaterally, but rather to stabilise the current framework and reduce avoidable inequities in the interim.

- 5.8 A key long-term outcome would be the **establishment of a new framework for gas disconnections** that replaces current fragmented regulatory arrangements and would enable consumer choice, the consistent treatment of consumers, clearer cost signals, and alignment with both health and safety requirements and regulatory objectives. The creation of a new framework may prove necessary to enable future developments such as disconnections at scale and eventually potential gas network decommissioning.
- 5.9 We recognise that any fundamental change to disconnection arrangements will need to be carefully designed, sequenced and implemented over time. Such reform must be aligned with wider energy transition policy, including decisions on the future role of the gas network and approaches to cost recovery. A phased and proportionate approach is therefore required to manage risks and avoid unintended consequences for consumers and industry⁴⁶.

Ofgem's next steps

- 5.10 We intend to move toward a single disconnections' framework by the commencement of the next Price Control period starting in April 2031. To achieve this, we will work closely with Government across the RIIO-3 period to finalise approaches to network cost recovery and gas system transition. Clear direction on these matters is a pre-requisite to the development of durable, equitable long-term arrangements for disconnections; we therefore look forward to working closely with DESNZ on these matters, including their forthcoming publications.

Stakeholder Recommendations

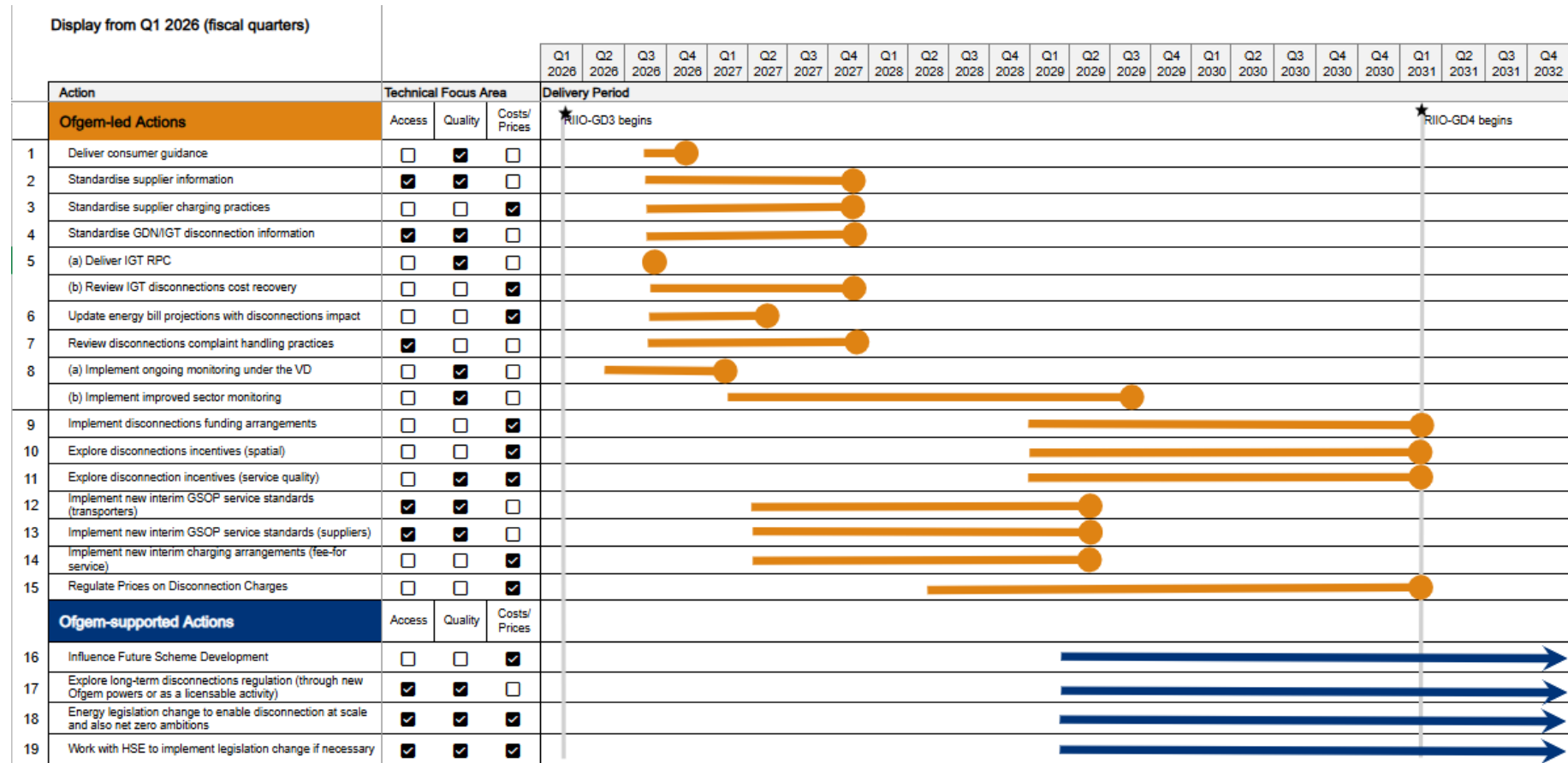
Stakeholder	Recommendation(s)
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⁴⁶ The scope and timing of the actions may be influenced by the outcomes of the Ofgem Review, which considers Ofgem's future role, duties and powers. Any changes arising from that Review may shape the extent and manner in which Ofgem can implement elements of our proposed next steps.

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Department for Energy Security and Net Zero (DESNZ)	In tandem with Ofgem’s actions to reform the regime to reduce costs and inequalities, we recommend that DESNZ should: Establish a long-term approach to disconnection cost recovery and the allocation of transition costs. We expect DESNZ to address these in their forthcoming Call for Evidence on the gas network transition. Consider, in collaboration with Ofgem, whether additional powers are required to enable Ofgem to regulate gas disconnections effectively. Our action plan is deliverable within existing powers, but further consideration may be required as longer-term reforms are developed. Along with DWP, assess the workforce implications of increasing disconnection volumes as part of wider gas transition planning. The delivery of increasing volumes of disconnections and wider transition activities may create demand for different skills and capabilities across the sector. Government should consider future labour and skills requirements to minimise the risk of delivery constraints.
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Ofgem's Disconnection Action Plan⁴⁷

⁴⁷ This graphic details Ofgem's Disconnection Action Plan (DAP). The DAP is a series of 19 actions, majority led by Ofgem to improve a range of issues identified out of Ofgem's Gas Disconnection Framework Review, including informational amendments, and regulatory amendments.

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6. Conclusion

- 6.1 This Final Report concludes Ofgem’s Gas Disconnections Review. Our review found that the **existing gas disconnections framework was not designed for a declining gas network** and is delivering inconsistent consumer experiences, variable costs and fragmented service arrangements.
- 6.2 While current disconnection volumes remain relatively low, the framework should be capable of supporting a future in which more consumers choose to transition away from gas. Improving transparency, consistency and consumer protections now will help ensure the framework remains effective, equitable and affordable as the energy system evolves.
- 6.3 Ofgem will take forward actions within its remit to improve service quality, strengthen consumer protections and bear down on unnecessary cost variation. In parallel, we will continue to work with Government, industry and consumer representatives to support longer-term reform of the disconnections framework and wider decisions relating to the future of the gas network.