Making a positive difference
for energy consumers

To the Executive Director of
the Independent Networks Association

Email: RIIO3@ofgem.gov.uk

Date: 25 November 2026

Supporting consumers through winter 2026/27

As winter 2026/27 approaches, many consumers will face increased challenges relating to affordability alongside the usual seasonal challenges, including possible power interruptions and severe weather.

Supporting consumers through the pressures this winter will require action across the energy system. We welcome the support Government is putting in place, including the £100 Household Energy Payment and additional funding for councils to support households particularly affected by rising energy costs. Alongside this, some suppliers are already planning to provide additional voluntary support to their customers. It is important that network companies also consider the contribution they can make to these collective efforts.

Our expectations

Network operators already play an important role in supporting consumers in vulnerable situations through their licence obligations and wider consumer support activities.

While we recognise that Independent Gas Transporters (IGTs) and Independent Distribution Network Operators (IDNOs) have different funding arrangements and consumer-facing activities from regional Gas Distribution Networks (GDNs) and Electricity Distribution Network Operators (DNOs), we urge all independent networks to consider opportunities to strengthen support for consumers in vulnerable situations this winter.

The Office of Gas and Electricity Markets
10 South Colonnade, Canary Wharf, London, E14 4PU **Tel** 020 7901 7000
www.ofgem.gov.uk

Your plans for winter

Please can you share a short overview of your IGT and IDNO members' plans to support vulnerable consumers over winter 2026/27. Within this overview, we would like you to set out:

- whether IGTs and IDNOs have launched or adapted any specific activity in response to the challenges consumers may face this winter, how it is intended to help, alongside how the companies are making consumers aware of both existing and new support and how to access it;
- any additional support that IGTs and IDNOs can offer to vulnerable consumers this winter beyond the planned programmes or activities, including through charitable arms, foundations or other associated initiatives, where applicable.

We would ask you to provide the overview by **16 December 2026**. Please email it to RIIO3@ofgem.gov.uk. We intend to discuss your plan at the next INA/Ofgem bilateral meeting in the new year.

We look forward to continuing to engage with you over the winter period.

Yours sincerely,

Akshay Kaul

Director General for Infrastructure

Ofgem

