Making a positive difference
for energy consumers

To the Chief Executive Officers of all
Distribution Network Operators and
Gas Distribution Networks

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, funded vulnerability programmes and wider consumer support activities. We recognise the ongoing work undertaken by networks through the dedicated RIIO allowances and obligations.

We expect networks to continue this activity but urge you to consider opportunities to further strengthen support for vulnerable consumers this winter. This includes reprioritising resources and plans to target support for this winter and exploring support beyond existing RIIO funded programmes.

Your plans for winter

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

1. whether you 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 you are making consumers aware of both existing and new support and how to access it;

2. whether there are opportunities to reprioritise or bring forward planned vulnerability support, without compromising delivery or support in later periods; and

3. any further support your organisation is providing for vulnerable consumers this winter beyond existing funded vulnerability programmes, including support through charitable arms, foundations or other associated initiatives.

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 quarterly performance catch-up 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

