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Consultation paper: A strategy to define and prevent the disconnection of vulnerable customers .

Dear David

Central Networks welcomes this consultation which we believe will clarify the position regarding the de-energisation of vulnerable customers.

This consultation paper, although primarily aimed at Suppliers does involve some electricity distribution network operators who in certain circumstances may be required to undertake de-energisation.

At Central Networks there are three circumstances where we will be required to de-energise customers:

1. Emergency de-energisation for safety reasons. We will undertake this where in our opinion there is immediate danger to life or property and where leaving the premises energised would pose a serious risk. This is a rare event but if the need arose then Central Networks can deploy a number of resources to assist any vulnerable customer, this may include using a contract we have with the WRVS for support services, alerting the appropriate bodies in accordance with the guidance issued by the Information Commissioner or utilising other appropriate resources depending upon the individual circumstances.
2. As a provider of Revenue Protection Services there are occasions, usually where for second or subsequent suspected offences that a Supplier's policy requires us to de-energise a specific premise.

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These situations are also rare and prior to us actioning this instruction we always contact the appropriate supplier for confirmation.

3. As a Meter Operator we are requested by Suppliers to de-energise for debt purposes. In every case our role is from a technical perspective and we are always accompanied by either the supplier or the supplier's representative.

If you require any further information please contact Geoff Huckerby on 01332 393820.

Yours sincerely

Geoff Huckerby
Metering Data Services Manager