

Severn Trent Trust
Response to disconnection of vulnerable customers

Hello David

I hope you are keeping well. I wanted to make one observation on the consultation paper.

The 'tacking disconnection ' paper on your website talks about customers with pre payment meters 'self disconnecting' by not topping up their credit. This will include customers who fall under the definition of vulnerable within the new guidelines. The Water Industry made the same argument about its budget payment units which operated on exactly the same principles .A High Court judge ruled that it was a company disconnection because the company installed and maintained it .This resulted in a ruling that the unit could not isolate the supply for non payment. Of course this was later incorporated into legislation banning all types of domestic disconnection.

If you haven't already done so, you may wish to confirm that the high Court ruling cannot be construed as a precedent which would impact fundamentally on the operation of budget payment units.

Hope this is helpful.If you want to discuss, my mobile is 07785 507351.

Many thanks
Mike Bennett