

Dear Sirs,

Thank you for the opportunity to comment on the above document. The Electrical Safety Council offers the following comments:

Question 4 – *Have we identified the full range of consumer protection issues related to remote disconnection and switching to prepayment?*

Comment – Paragraphs 2.39 to 2.42. We support the guidance requiring suppliers to undertake at least one personal visit to the property which is at risk of being disconnected. We believe that providing warning of disconnection through messages on the IHD or on the meter alone is not adequate, as the customer is likely to not spot them. In such cases, the customer is, in our opinion, likely to carry out self-investigatory work resulting in exposing them to unnecessary risk of electric shock. Such investigatory work by the customer is even more likely where partial disconnection is to be applied. In our view the customer should, after the personal visit advising them of the disconnection, be provided with a written advanced warning of the proposed disconnection or partial disconnection – messages or signals on the IHD or meter should be used as a secondary measure only.

Whilst not specifically referred to in question 4, we fully support the proposal to have the customer present in the premises before re-connecting the electricity supply. We also support the need to include in the technical specification for the smart electricity meter the preferred solutions for restoration of supply where the customer is unable to access the meter or IHD, or does not understand what action they need to take.

Regards

[Redacted signature block]



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The Essential Guide to The Wiring Regulations

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