



Making a positive difference
for energy consumers

Direct Dial: 0203 263 9888
Email: prepayment@ofgem.gov.uk
Date: 10th November 2017

Modification decision on prepayment meters installed under warrant

We don't want any energy consumers to face disproportionate or inappropriate actions or charges throughout the debt recovery process. We think that domestic consumers, especially those in vulnerable situations, need additional protections in this area. In particular, we think they need specific protections against the use of warrants for the force-fitting of prepayment meters and the associated charges.

Companies are already expected to use warrants only as a last resort, but we think they can do more to avoid warrant usage where possible, including better identifying consumers in vulnerable situations throughout the debt recovery process.

This Modification decision and the accompanying Notices of Reasons give you formal notice as a relevant licence holder¹ that we are introducing condition 28B into the licence you hold to improve practice around force-fitting of prepayment meters under warrant. The modification will take effect on and from 8 January 2018. We have enclosed all the Notices, which apply to each type of relevant licence holder.

Yours faithfully,

Moritz Weber
Economist – Consumer Directorate

¹ Holders of either:

- an electricity supply licence who are relevant licence holders for the purpose of section 11A(10) of the Electricity Act 1989;
- a gas supplier licence ("licensees") who are relevant licence holders for the purposes of section 23(10) of the Gas Act 1986;