



Making a positive difference
for energy consumers

Direct Dial: 0203 263 9888
Email: prepayment@ofgem.gov.uk
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Statutory consultation on prepayment meters installed under warrant

We don't want any domestic energy consumer to face disproportionate or inappropriate actions or costs throughout the debt recovery process, and think that consumers, including those in vulnerable situations, need specific protections against warrant usage and costs. Companies are already expected to use warrants only as a last resort, yet we think that companies should do more to avoid warrants where possible, including better identification of consumers in vulnerable situations throughout the debt recovery process.

This statutory consultation and the accompanying Notices give you formal notice as a relevant licence holder¹ that we are proposing to introduce condition 28B into the licence you hold to improve practice around force-fitting of prepayment meters under warrant. The deadline for responses to this statutory consultation is 29 August 2017. Whilst we have enclosed all the Notices which apply to each type of relevant licence holder, you do not need to respond to proposed licence modifications which are not relevant to you.

Yours faithfully,

Moritz Weber
Consumer Vulnerability Strategy

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;