

IMPORTANT COMMUNICATION – URGENT ACTION REQUIRED

Dear Customer,

Enquiry Reference: [Insert Reference]

Following today's visit, we have become aware of an important issue concerning access to metering and electricity distribution equipment at your property.

As your electricity supplier we are responsible for ensuring your metering equipment is maintained safely. Additionally, your network operator provides power to your home and it is their responsibility to ensure your electricity supply is also in a safe condition.

Or

As your network operator we provide power to your home and it is our responsibility to ensure your electricity supply is maintained safely. Additionally, your electricity supplier is responsible for ensuring your metering equipment is also in a safe condition.

It has been identified that works have taken place that **restrict access to essential metering and distribution equipment**. This limits the ability to perform necessary maintenance, safety checks, or emergency works. Regulations require that distribution and metering equipment must remain fully accessible at all times to allow for safe working practices

To avoid any disruption to your electricity supply, please contact us within **10 working days** of this letter to discuss a resolution.

You can contact us at **[Insert Contact Details]** to discuss the necessary steps to resolve this matter.

Yours sincerely,

[Your Name]

[Your Position]

[Your Energy Supplier's Name]