

IMPORTANT COMMUNICATION – URGENT ACTION REQUIRED

Dear Customer,

Enquiry Reference: [Insert Reference]

We recently wrote to inform you that following a recent visit to your property, it was 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.

The **Electricity Safety, Quality, and Continuity Regulations 2002** (as amended) require that distribution and metering equipment must remain fully accessible at all times to allow for safe working practices. The current situation presents a safety risk and does not comply with these regulations, particularly **Regulation 26** (extract enclosed).

To avoid any disruption to your electricity supply, we urgently request that you contact us within **10 working days** of this letter to discuss a resolution. **Failure to respond may result in the disconnection of your electricity supply for safety reasons.**

Please contact us as soon as possible at **[Insert Contact Details]** to discuss the necessary steps to resolve this matter.

Yours sincerely,

[Your Name]

[Your Position]

[Your Energy Supplier's Name]