

IWG Subgroup - Restricted Access Customer Letter - Meeting 01

26 March 2025 at 2:00pm
Teleconference

Attendees	Company
Chris Varney [CV]	OVO
Michael Gorewoda [MG]	EON
Michael Turrington [MT]	EDF
Paul Abreu [PA]	ENA
Paul Morris [PM]	UKPN
Richard Hill [RH]	Centrica
Shuba Khatun [SK]	SSEN
Warren Lacey [WL]	NPg
Victoria Burkett [VB]	SSE
Danielle Brown [DB]	SPEN
Jordan Hills [JH]	SSEN
Secretariat	
Richard Colwill [RC] (Chair)	ElectraLink
Hannah Proffitt [HP] (Secretariat)	ElectraLink

Apologies

Attendees	Company
Richard Brady [RB]	National Grid

1. Administration

- 1.1 The Chair welcomed attendees to the IWG Subgroup, advising that the purpose of the group is to produce a customer letter regarding restricted access.

- 1.2 The Chair asked members for permission to record the meeting for the purpose of aiding the Technical Secretariat. No members objected.
- 1.3 The Chair reminded members to act in accordance with the terms set out in the DCUSA “Competition Law Guidance” for the duration of the meeting.

2. Overview of issue - Restricted Access to DNO/MEM equipment

- 2.1 The Chair advised that at the March IWG meeting, members had discussed situations in which access to metering equipment had been restricted by work carried out by a customer or their contractor. For example, a boiler being placed in front of the equipment.
- 2.2 The Chair advised that the matter had also been discussed at the Association of Meter Operators (AMO) Electricity Meter Forum and that an action had been taken to ask the IWG whether it would be beneficial for Suppliers, DNOs and Metering Equipment Managers (MEMs) to draft a joint letter for customers.
- 2.3 The Chair advised that the IWG had agreed for a subgroup to be set up to produce this letter.

3. Creation of Letter Template

- 3.1 Members reviewed two existing letters, one provided by a Supplier (MG) and the other a DNO (RB).
- 3.2 Members discussed whether the letter should refer to the cut out and the main fuse. Members acknowledged the need to use simple language to ensure the customer understands. Members agreed to use the terms ‘metering and distribution equipment’.
- 3.3 PM advised that their organisation has three letters rather than one, that increase in urgency. The group reviewed these and agreed they should produce three letters. The first explaining the issue using softer language, the second letter stressing the urgency, and the third letter outlining next steps or consequences.
- 3.4 Members agreed that the first letter should be handed to the customer on site and the second and third letters should be a follow up by post.
- 3.5 Members agreed that the letters should be generic templates that do not mention company names. Members acknowledged that different organisations will want to amend to suit their company’s style.
- 3.6 One member raised that the letter should highlight the health and safety risks associated with not being able to access the metering equipment. Another member noted that from a Suppliers perspective, they will usually be there to exchange the meter rather than to address a safety concern.
- 3.7 Members agreed for the first letter to refer broadly to regulations to avoid intimidating the customer and then the second letter to refer to the specific regulations.

- 3.8 Regarding the third letter, members discussed providing a date that the customer will be disconnected if they do not comply. Members acknowledged that vulnerable customers would need to be considered.
- 3.9 PM highlighted that in these situations, the threat of disconnection is often enough to ensure action. Members acknowledged that disconnection is a serious step and complex if it does occur.
- 3.10 PA noted that disconnection would need to be agreed with the DNO. CV noted that a warrant would be needed to enter the property to disconnect from the cut out, and asked if DNOs can disconnect the customer from the street. PM noted that if obtaining a warrant is possible, this route would need to be followed before considering disconnecting from the street.
- 3.11 The group agreed that further consideration must be given to these processes and interactions before the third letter can be drafted. Members took an action to consult their organisations' legal and regulations teams.

Action 01/01 - Members to consult their regulations/legal teams regarding the third letter and potential actions.

- 3.12 Members agreed to consider examples of restricted access situations to include.

Action 01/02 - Members to provide examples of situations in which access is restricted.

- 3.13 The Chair agreed to circulate the drafts of the letters. These are included as **Attachment 1** and **Attachment 2**.
- 3.14 The group agreed for a second meeting to be held to:
- Discuss the open actions
 - Agree an approach for a third letter
 - Agree the comms to be circulated to organisations with the letters.

4. Any Other Business

- 4.1 The Chair asked whether there was any other business, to which nothing was raised.

5. Next Meeting

- 5.1 The next meeting will be held on 22 April at 10am.

Attachments

- Attachment 1 - Restricted Access Customer Letter - First Letter v0.1
- Attachment 2 - Restricted Access Customer Letter - Second Letter v0.1

New and Open Actions

Action Ref.	Action	Owner	Update
01/01	Members to consult their regulations/legal teams regarding the third letter and potential actions.	Members	New Action.
01/02	Members to provide examples of situations in which access is restricted.	Members	New Action.

Closed Actions

Action Ref.			Update