

IWG Subgroup - Restricted Access Customer Letter - Meeting 03

22 July 2025 at 10:00am
Teleconference

Attendees	Company
Chris Varney [CV]	OVO
Richard Hill [RH]	British Gas
Paul Morris [PM]	UKPN
Richard Hill [RH]	Centrica
Shuba Khatun [SK]	SSEN
Warren Lacey [WL]	NPg
David Brown [DB]	AMO
Jordan Hills [JH]	SSEN
Secretariat	
Richard Colwill [RC] (Chair)	ElectraLink

Apologies

Attendees	Company
Danielle Brown [DB]	SPEN

1. Administration

- 1.1 The Chair welcomed attendees to the IWG Subgroup, advising that the purpose of the group is to produce the third customer letter regarding restricted access.
- 1.2 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. Creation of Third Letter Template

- 2.1 Members reviewed a template letter provided by PM and created a draft third customer letter in relation to restricted access to electrical equipment. The letter can be found in Attachment 1 of these minutes.
- 2.2 Key considerations can be found below:
- Members discussed how Distributors should be notified if a Supplier issues the third letter to a customer, which states they have recommended to the Distributor that supply should be turned off. Distributor members took an action to review how best this notification could occur, for example, is there an existing data flow that could be utilised or could they be copied into the letter.

Action 03/01: Distributor members to review how they should be notification that a Supplier has issued the third letter.

3. Any Other Business

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

4. Next Meeting

- 4.1 The next meeting will be held on 12 August at 10am.

Attachments

- Attachment 1 - Restricted Access Customer Letter – Third 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	Ongoing.
03/01	Distributor members to review how they should be notification that a Supplier has issued the third letter.	Members	New Action.

Closed Actions

Action Ref.	Action	Owner	Update
01/02	Members to provide examples of situations in which access is restricted.	Members	Closed