

IWG Subgroup - Restricted Access Customer Letter - Meeting 05

24 September 2025 at 10:00am

Teleconference

Attendees	Company
Chris Varney [CV]	OVO
Angela Copeland [AC]	SPEN
Jordan Hills [JH]	SSEN
Michael Turrington [MT]	EDF
Shuba Khatun [SK]	SSEN
David Brown [DB]	AMO
Secretariat	
Hannah Proffitt [HP] (Secretariat)	ElectraLink
Richard Colwill [RC] (Chair)	ElectraLink

Apologies

Attendees	Company
Warren Lacey [WL]	NPg
Richard Hill [RH]	British Gas

1. Administration

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

Recording

- 1.2 The Chair asked members for permission to record the meeting for the purpose of aiding the Technical Secretariat. No members objected.

Apologies

- 1.3 Apologies are noted in the table above.

Competition Law Guidance

- 1.4 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.

Minutes of the Previous Meeting & Open Actions

- 1.5 The Chair asked members if there were any comments on the minutes of the previous meeting, to which nothing was raised.
- 1.6 Updates on the actions are included in the appendix.

2. Review Approach for First Letter

- 2.1 The Chair advised that at the last meeting, the group had completed drafting the first two letters and had agreed to pause work on the third letter. The Chair advised that on issuing the letters to the group for final review, feedback was received that the approach for the first letter should be softer and potentially changed to a leaflet.
- 2.2 The Chair asked members for their views on this. Members agreed that an initial leaflet could help engage customers and open communication. Members agreed for the following to be included in the leaflet.
- Details of charities that can support customers.
 - Information on why restricted access is an issue, including:
 - Safety implications, such as the fire brigade not being able to deenergise the property quickly in an emergency.
 - Inability to install a smart meter and gain the associated benefits.
 - Inability to connect technology such as Electric Vehicle chargers or heat pumps.
 - Diagrams of the meter and cut out to demonstrate what equipment needs to be accessed, labelled with who is responsible for which part of the equipment.
 - Pictures of examples of blocked in meters.
- 2.3 The following actions were taken.

05/01 - CV to send details to the Chair of charities that can assist customers in restricted access situations.

05/02 - Members to submit any pictures/diagrams they have that may be relevant to be included in the leaflet.

05/03 - The Chair agreed to investigate whether a first draft of the leaflet could be produced internally, and if not investigate options externally.

- 2.4 Members discussed that the leaflet would be a good starting point and that follow up letters could be issued as needed.
- 2.5 Members agreed that tracking how many of these leaflets are issued and how many situations are resolved would be beneficial. Members noted that they could then agree next steps and whether a stronger letter is needed.
- 2.6 The Chair agreed to update the email that was previously drafted to be sent to Contract Managers, to reference the new leaflet and to ask CMs to track leaflets issued and resolutions.

05/04 - The Chair to update the email that was previously drafted to be sent to Contract Managers, to reference the leaflet and to ask CMs to track leaflets issued and resolutions.

3. Any Other Business

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

New and Open Actions

Action Ref.	Action	Owner	Update
05/01	CV to send details to the Chair of charities that can assist customers in restricted access situations.	CV	New action.
05/02	Members to submit any pictures/diagrams they have that may be relevant to be included in the leaflet.	Members	New action.
05/03	The Chair agreed to investigate whether a first draft of the leaflet could be produced internally, and if not investigate options externally.	The Chair	New action.
05/04	The Chair to update the email that was previously drafted to be sent to Contract Managers, to reference the leaflet and to ask CMs to track leaflets issued and resolutions.	The Chair	New action.

Closed Actions

Action Ref.		Update	
04/01	The Chair to circulate letter one and letter two to subgroup members for review.	The Chair	Action closed. Completed. Comments received suggesting a leaflet initially. Discussed at this meeting.
04/02	The Chair to draft an email to Supplier Contract Managers and issue to subgroup members for review.	The Chair	Action closed. Completed. Comments received suggesting a leaflet initially. Discussed at this meeting.