

IWG Subgroup - Restricted Access Customer Letter - Meeting 06

19 January 2026 at 10:00am

Teleconference

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

1. Administration

- 1.1 The Chair welcomed attendees to the IWG Subgroup, advising that the purpose of the group was to review the customer leaflet and determine next steps.

Recording

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

Competition Law Guidance

- 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.

Minutes of the Previous Meeting & Open Actions

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

2. Review Feedback on Leaflet

2.1 The working group reviewed amendments that had been received prior to the meeting and discussed the content further. A summary of the amendments and discussions can be found below:

- The amendments WL sent through prior to the meeting were approved.
- The working group emphasised the need for plain language suitable for customers.
- Agreement that “access” must mean sufficient working space, not just physical reach. Examples discussed where cut-outs are boxed in or obstructed (e.g. by boilers).
- The working group agreed to add a diagram showing a typical meter board with call-outs (e.g. cut-out, meter, tails).
- Proposal that the leaflet should be double-sided (Front: written explanation. Back: enlarged diagram).
- Agreed to change the term “meter cabinet” on the diagram on first page to “meter board”.
- Agreed that the leaflet will remain unbranded and that individual companies may apply their own branding if they choose.

2.2 The following actions were taken.

06/01 - CV to produce a diagram for the reverse side of the leaflet
06/02 – RC to update the diagram on the first page.
06/03 – RC to issue leaflet to working group once updated, along with the drafted customer follow-up letters for review and approval offline.

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	Ongoing
06/01	CV to produce a diagram for the reverse side of the leaflet	CV	New action.
06/02	RC to update the diagram on the first page.	RC	New action.
06/03	RC to issue leaflet to working group once updated, along with the drafted customer follow-up letters for review and approval offline.	RC	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.
05/02	Members to submit any pictures/diagrams they have that may be relevant to be included in the leaflet.	Members	Closed
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	Closed
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	Closed