

## IWG Subgroup - Restricted Access Customer Letter - Meeting 07

07 September 2026 at 13:00

Teleconference

| Attendees                      | Company     |
|--------------------------------|-------------|
| Boz Laird-Clowes [BLC]         | BEIS        |
| David Brown [DB]               | AMO         |
| Jordan Hills [JH]              | SSEN        |
| Shuba Khatun [SK]              | SSEN        |
| Secretariat                    |             |
| Richard Colwill [RC] (Chair)   | ElectraLink |
| Hannah Proffitt [HP] (Tec Sec) | ElectraLink |
| Apologies                      |             |
| Michael Gorewoda [MG]          | EON         |
| Warren Lacey [WL]              | NPg         |

### 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 letters and determine next steps.

#### Recording

- 1.2 The Chair advised that the meeting was being recorded for the purpose of aiding the Secretariat in producing the minutes.

#### 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

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- 2.1 The Working Group reviewed the updated version of the leaflet.
- 2.2 The group discussed whether the leaflet is intended to be handed out with the first letter on site. Members noted that if so, the letter would need to be generically addressed. Members noted that addressing the letter 'to the occupier' may be more effective than addressing it 'to the homeowner' as a tenant may not open the letter.
- 2.3 JH suggested that organisations could decide whether to hand the first letter out on site or send it out later. Members agreed.
- 2.4 A summary of the agreed amendments can be found below:
  - Diagram on the front of the leaflet - update word 'articulates' to 'depicts'.
  - Diagram on the back of the leaflet - note to be added stating 'the above diagram is for illustrative purposes only. Some setups may appear differently.'
  - The group agreed that the leaflet should be updated so that the font is consistent throughout. The Chair agreed to consult the marketing team for advice on formatting/design.

|                                                                                                            |
|------------------------------------------------------------------------------------------------------------|
| Action 07/01 – The Chair to update the leaflet as per discussions at the meeting.                          |
| Action 07/02 – The Chair to consult the marketing team for advice on the formatting/design of the leaflet. |

## 3. Review Feedback on Letters

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- 3.1 The Working Group reviewed the latest version of the letters.
- 3.2 BLC asked if the group had considered the situation in which the bill payer is a tenant and not the property owner. BLC noted that in these situations, the individual receiving the letter would not be responsible for completing work on the property. The group agreed to add a section to the letter informing the tenant to pass the letter/leaflet on to the landlord or property owner.
- 3.3 A summary of the amendments can be found below:
  - Group agreed to add a text box to both letters containing the following note in bold text - 'Not responsible for this property? Please pass this leaflet to the landlord, owner, or party responsible.'

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| Action 07/03 – The Chair to update the letters as per discussions at the meeting. |
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## 4. Next Steps

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- 4.1 The Chair agreed that once the leaflet and letters have been updated, they would circulate these to the group along with an email drafted to Contract Managers providing background information on the documents and providing guidance on how to use them. Members would then be able to provide any final feedback ahead of the documents/email being sent out.

Action 07/04 – Once updated, the Chair to circulate the leaflet/letters to members for final review, along with a draft email to be sent to Contract Managers.

- 4.2 Members discussed that once the letters have been circulated and are being used by parties, it would be beneficial to collect feedback on their effectiveness. Members agreed to ask their teams to provide feedback.

## 5. Any Other Business

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

## New and Open Actions

| Action Ref. | Action                                                                                                                                          | Owner     | Update             |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------|-----------|--------------------|
| 07/01       | The Chair to update the leaflet as per discussions at the meeting.                                                                              | The Chair | <b>New action.</b> |
| 07/02       | The Chair to consult the marketing team for advice on the formatting/design of the leaflet.                                                     | The Chair | <b>New action.</b> |
| 07/03       | The Chair to update the letters as per discussions at the meeting.                                                                              | The Chair | <b>New action.</b> |
| 07/04       | Once updated, the Chair to circulate the leaflet/letters to members for final review, along with a draft email to be sent to Contract Managers. | The Chair | <b>New action.</b> |

## Closed Actions

| Action Ref. |                                                                                                                                       |    | Update         |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------|----|----------------|
| 05/01       | CV to send details to the Chair of charities that can assist customers in restricted access situations.                               | CV | Action closed. |
| 06/01       | CV to produce a diagram for the reverse side of the leaflet                                                                           | CV | Action closed. |
| 06/02       | RC to update the diagram on the first page.                                                                                           | RC | Action closed. |
| 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 | Action closed. |