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Registered in England and Wales No: 3870728

Jemma Baker  
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London  
E14 4PU

By email only to: [futureconsumers@ofgem.gov.uk](mailto:futureconsumers@ofgem.gov.uk)

12 December 2024

Dear Jemma

### **Consumer Standards – 24/7 Metering Support Statutory Consultation**

Further to your statutory consultation dated 14 November regarding consumer standards and 24/7 metering support, this response is made on behalf of UK Power Networks' three distribution licence holding companies: Eastern Power Networks plc, London Power Networks plc, and South Eastern Power Networks plc.

We note your wording in paragraphs 1.3 to 1.5 of the impact assessment and it is with this in mind that we are supportive of the changes to the supply licence being implemented. We note however that they will not take effect until April 2025, i.e. after this winter. We note the reasons quoted for this and believe Ofgem should encourage suppliers to implement their solutions as soon as possible to ensure their customers get the best service possible through the coming winter period and not delay making these essential changes.

In paragraph 3.14 of the consultation Ofgem recognises that this licence condition should not be seen as a one-stop solution to preventing unnecessary calls to DNOs' emergency lines as customers may not know the underlying cause for being off-supply. We agree with that statement and will continue to support customers who have rung us in error, providing them with support and advice and directing them to their supplier when it is a metering fault. It is with this onward direction of customer calls in mind that we see a need for coordination amongst suppliers to produce and maintain a single supplier contact list for 24/7 metering support which all DNOs can refer to when speaking to customers with metering faults. This will ensure that DNOs are providing customers with the correct details.

Finally, as Ofgem are proposing to implement a principles based licence condition there is a risk of a variation of service provision methods based on the customer's choice of supplier. We propose that Ofgem monitor the success of the solution over the coming few years to see if a more prescriptive requirement is required.

If you have any questions, please do not hesitate to contact myself or Paul Measday on 07875 113241 in the first instance. Our response is not confidential.



Yours sincerely

A handwritten signature in black ink, appearing to read 'James', followed by a stylized flourish.

James Hope  
Head of Regulation and Regulatory Finance  
UK Power Networks

Copy Matt White, Head of Customer Service & Innovation, UK Power Networks  
Alex Williams, Head of Customer Contact Centre, UK Power Networks  
Paul Measday, Regulatory Returns & Compliance Manager, UK Power Networks