

Mr Mike Foster
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RE: First time gas connections – metering and tariffs

Dear Jonathan,

The Managing Director of Affordable Warmth Solutions (AWS) wrote to Ofgem on 12th November outlining his concerns over the behaviour of some energy retailers towards fitting meters and providing affordable tariffs to beneficiaries of FPNES activity.

Rebecca Pinkett replied on the 15th confirming that retail and compliance teams have been made aware of the problem.

Over the weekend, it was reported in the media (Guardian 20.11.2021) that this behaviour seems widespread amongst energy retailers.

I urge you to make it clear, publicly, what the legal obligations are around gas meter connections but also I feel you could go further. I feel that new gas connections provided by the FPNES should also oblige retailers to place these new, but fuel poor customers, on the best possible tariff, even if this is the standard variable tariff (protected by the price cap).

During these times of unprecedented energy price increases, I believe this is morally the right thing to do.

Best wishes



Mike Foster, CEO of the EUA