



The Scottish Parliament  
Pàrlamaid na h-Alba

## Social Justice and Social Security Committee

Daniel Alchin  
Director of Regulation  
ENERGY UK

Via email only

Social Justice and Social Security  
Committee  
The Scottish Parliament  
Edinburgh  
EH99 1SP

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06 February 2023

Dear Daniel Alchin,

### Utility warrants in Scotland

The Scottish Parliament's Social Justice and Social Security Committee is undertaking some work around applications for utility warrants in Scotland to establish how the process works and what protections there might be for customers who are struggling to pay their bills.

The Committee is aware Ofgem has recently ordered all suppliers to suspend the practice of forcibly installing prepayment meters.

Notwithstanding this, the Committee would be grateful if you could share any information you have in the following areas:

- the number of warrants applied for by energy companies in Scotland each year over the past five years – broken down by warrants to disconnect supply and warrants to install prepayment meters if this information is available
- what standard communication energy suppliers have with their Scottish customers before moving to disconnect/install a prepayment member – and whether this is underpinned by any legal or regulatory requirement

- what process an energy company follows between an initial decision to disconnect/install a prepayment meter and applying to court for a warrant to enter a Scottish customer's home. It would be very helpful if the Committee could have sight of sample letters sent out by providers operating in Scotland in this context. In particular, the Committee would be keen to see sample correspondence which notifies of the intention to apply for a warrant and anything which follows this up. Again, links to any legal or regulatory requirements underpinning the process would be useful.
- what additional steps energy suppliers take to identify vulnerable customers and how an identified vulnerability would affect the process above.

We would be grateful for a response by 27 February. The Committee has also written to Ofgem asking for similar information.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'N. Don', written in a cursive style.

**Natalie Don MSP**  
**Convener**  
**Social Justice and Social Security Committee**