

Consultation Response

Statutory Consultation – Involuntary PPM

Office of Gas and Electricity Markets (Ofgem)

July 2023.

Contact: david.southgate@ageuk.org.uk

About this consultation

In response to public pressure Ofgem agreed a moratorium with suppliers on the practice of involuntary prepayment meter (PPM) installations (commonly referred to as forced PPM install

Ofgem is unwilling or unable to stop the practice of force fitting PPMs then the Government must step in to put an end to it itself.

Prepay customers are often some of the most vulnerable to the impacts of living in a cold home. While 10.5% of people paying for their electricity by Direct Debit are in fuel poverty the figure for PPM users

cold homes through the winter months reliant on a PPM they did not want and cannot afford to top up.

¹ Ofgem, 2023. Statutory Consultation Involuntary PPM. Ofgem. [Online]. Available at:

¹⁷ Age UK, 2023. Consultation on framework for consumer standards and policy options to address priority customer service issues. Age UK. [Online]. Available at: <https://www.ageuk.org.uk/globalassets/age-uk/documents/reports-and-publications/consultation-responses-and-submissions/safe-at-home/age-uk-response-to-ofgem---consumer-service-standards-consultation.pdf>. [Accessed 10/07/23].

¹⁸ Ofgem, 2023. Statutory Consultation Involuntary PPM. Ofgem. [Online]. Available at: <https://www.ofgem.gov.uk/publications/statutory-consultation-involuntary-ppm>. [Accessed 30/06/23]. Pg96.

¹⁹ Ofgem, 1989. ELECTRICITY ACT 1989 Standard conditions of electricity supply licence. Ofgem. [Online]. Available at: <https://www.ofgem.gov.uk/sites/default/files/2023-03/Electricity%20Supply%20Standard%20Consolidated%20Licence%20Conditions%20-%20Current.pdf>. [Accessed 10/07/23]. Pg226, condition 27.10.

²⁰ Age UK, 2023. Keeping the lights on: The case for an energy social tariff. Age UK. [Online]. Available at: <https://www.ageuk.org.uk/globalassets/age-uk/documents/reports-and-publications/reports-and-briefings/safe-at-home/age-uk-energy-public-policy-report-march-2023.pdf>. [Accessed 07/07/23]. Pg16.

²¹ Age UK, 2023. Keeping the lights on: The case for an energy social tariff. Age UK. [Online]. Available at: <https://www.ageuk.org.uk/globalassets/age-uk/documents/reports-and-publications/reports-and-briefings/safe-at-home/age-uk-energy-public-policy-report-march-2023.pdf>. [Accessed 07/07/23]. Pg16.

²²PHE, 2019. Health risks of cold homes: data sources. Public Health England. [Online]. Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/770963/data_sources_to_support_local_services_tackling_health_risks_of_cold_homes.pdf. [Accessed 11/07/23].

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