

Voluntary winter commitments to support domestic customers

Time limited to 31 March 2022

- 1. Raise awareness of support available to customers,** using multiple communication channels, languages and accessible formats as appropriate, and encourage customers in financial difficulty to seek support.
- 2. Ensure customers in financial difficulty can easily make contact,** through a variety of contact methods, and have in place sufficient, adequately trained resource to resolve issues effectively, in a timely manner.
- 3. Ensure bills are as accurate as they can be,** including by encouraging customers to provide meter readings ahead of winter, and where appropriate, initiate debt management conversations.
- 4. Take all reasonable steps to ensure that prepayment meter customers are able to receive smart meters as soon as practicable,** particularly those at risk from experiencing off-supply situations.