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For the deaf, hard of hearing or speech impaired, contact Consumer Focus via Text Relay:
From a textphone, call 18001 020 7799 7900
From a telephone, call 18002 0207 799 7900

Consumer Focus
4th Floor
Artillery House
Artillery Row
London SW1P 1RT

Tel: 020 7799 7900
Fax: 020 7799 7901
Media Team: 020 7799 8004 / 8005 / 8006



Who to contact

If you have an enquiry or if you need advice about a problem or switching your energy supplier please contact Consumer Direct on 08454 04 05 06 or visit the website: www.consumerdirect.gov.uk



Debt blocking and the Debt Assignment Protocol

My supplier has told me I am ‘debt blocked’ – what is this?

If you have an outstanding debt to your energy supplier and you try and switch to a different supplier you may find yourself ‘debt blocked’. This means that your current gas or electricity supplier has the right to prevent you from leaving until you have paid off your debt to them. This may either mean making a payment in full or agreeing a regular repayment plan. If you have a debt and want to switch supplier, we recommend you speak to your energy supplier as soon as possible and arrange an affordable repayment plan to clear your debt.

If your supplier has blocked your request to switch because you are in debt, they must offer you energy efficiency, debt and tariff advice.

Where your supplier has raised prices, you have 30 working days in which to clear your debt and switch supplier, therefore, avoiding any retrospective application of price rises

You cannot be debt blocked if it your supplier’s fault you are in debt (eg incorrect meter readings or billing problems)

I use a pre-payment meter, are the rules the same for me?

If you use a Prepayment meter (PPM) and are paying off a debt you may be eligible to benefit from the provisions under the Debt Assignment Protocol (DAP).

What is the Debt Assignment Protocol?

The DAP is designed to help you switch supplier, even if you have a debt. Under the rules of the DAP, consumers with PPM’s are allowed to switch supplier and transfer their debt. The maximum level of debt which you are allowed to carry over to another supplier is £200

Do I have to carry on using a pre payment meter with my new supplier?

Yes. Once you have switched supplier under the DAP you will have to remain on a PPM at least until your debt is paid off. However, you will be able to shop around for a cheaper tariff.