



Shell
ENERGY

Disconnection Policy

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Electricity and gas supplies can be subject to supply disruptions outside of the supplier's control. Supply disruptions can be caused by various factors including, but not limited to, planned and unplanned maintenance, storm damage, flooding, freezing temperatures, high winds, high temperatures, subsidence, electrical faults, construction works and accidental damage.

Customers who are not in breach of the Shell Energy Retail Limited (Shell Energy) conditions of supply will have uninterrupted electricity and/or gas supply, subject to supply interruptions caused by factors outside of our control. Please visit our website for further information on [what to do in an emergency](#).

Customers who are in arrears and have defaulted on their payments will be given multiple opportunities to set up a payment arrangement and in instances where the customer does not make an attempt to meet the payment terms we will obtain a warrant to install a prepayment meter.

Customers who are in breach of our conditions of supply may face disconnection to their supply under Condition 27 of the Supply Licence held by Shell Energy. Disconnection will always be the final option taken by Shell Energy.

In the event that a customer falls into arrears, we will follow the process below:

Step 1

At key points during a customer's lifetime as a Shell Energy customer we will enquire whether the customer and/or other residents at their premises fall into any of the following categories:

- Customers with children aged 5 or under
- Customers who are of pensionable age
- Customers who have a disability, impairment, or who are chronically sick. Taking into consideration mains-operated medical equipment where the customer requires advance warning of an interruption in their electricity supply
- Customers with a visual or hearing impairment

If we are informed that there are individuals at the premises who fall into any of these categories we will make a note of this on their customer account. A customer can notify us of vulnerabilities via phone, email, online and post. Please see our website for more information on [Vulnerability](#).

Step 2

In the event that any customer is in breach of our Conditions of Supply through payment default or payment arrears, we will contact the customer to find out the reasons for the default and offer solutions to assist them. We will also give the appropriate level of consideration to the customer's ability to pay. Suggested solutions may include extending the deadline for payment, agreeing a debt repayment plan, utilising Fuel Direct, or installation of a prepayment meter.

We will also signpost the customer to third parties such as debt management charities to seek additional support, grants and bursaries for contributions towards their energy bills. In addition, we will offer the customer energy efficiency advice in order to assist them in reducing their energy costs. In all cases, we

will try to resolve the matter in a mutually acceptable fashion.

Step 3

Where a customer has consistently refused to pay our charges or declined our proposals to assist them in finding a way to make payments towards their energy account we will instruct a Customer Payment Officer (CPO) to visit the customer's property. During this visit, the CPO will carry out an assessment to see if there is any Vulnerability, that may mean the customer requires additional support with their energy bills.

In the event that the customer cannot be reached after two visits by the CPO or the customer refuses to grant access to the property, Shell Energy will proceed to apply for a warrant to access the property to install a prepayment meter. If a compatible Smart meter is already at the property we will look to switch the meter to Prepayment mode.

If access is granted to the property the CPO will explore any potential vulnerabilities with the customer and attempt to agree a mutually acceptable debt repayment plan. Should it not be possible to agree such a plan the CPO will assess suitability for a Prepayment Meter to be fitted or an existing Smart Meter to be switched over into Prepayment mode.

Step 4

Following the installation of a prepayment meter, if the customer fails to make payment or interferes with the meter in any way, Shell Energy may then take steps to disconnect the defaulting customer.

Reconnection of supply

Reconnection of Supply will be actioned once the outstanding debt is paid, along with a security deposit (if requested by Shell Energy) and additional expenses incurred during disconnection and reconnection. In instances where a prepayment meter has been installed and the customer cannot make a payment for the full debt amount, the debt will be loaded to the meter and a debt recovery rate can be agreed with the customer. Please see our terms and conditions for more information on debt recovery. We will aim to reconnect a customer's supply by midnight of the following working day.