

3 March 2023



**CLARION**  
HOUSING GROUP

**Clarion Group**

Level 6  
6 More London Place  
Tooley Street  
London SE1 2DA

Telephone: 0300 100 0303  
Text Relay: 18001 0300 100 0303  
clarionhg.com

Dear Chief Executive,

**Energy Equality Matters Campaign**

I am writing to raise our concerns that many of our residents on traditional prepayment meters are yet to access vital government help with energy bills. I am proposing an urgent roundtable discussion with housing association colleagues and your fellow CEOs from the leading energy companies, to discuss how we can work together to address this critical challenge and broader issues of energy equality.

As the UK's largest housing association, we provide homes for over 350,000 people across the UK and are a leading member of the G15 group and a member of the National Housing Federation.

Despite the concerted efforts of the Government and energy companies to deliver this complex scheme, there are a significant number of those on traditional pre-payment meters, particularly in London, who have yet to redeem their energy vouchers.

We believe we have a duty to do everything we can to support our residents and we are keen to use our expertise, and our reach into local communities, to work with you to ensure vulnerable customers get the support to which they are entitled. We want to work with energy providers to find ways we can collectively best reach these customers, enabling them to get the help they need at the earliest opportunity.

There is clearly much more to do over the longer term to support those most in need, however they choose to pay their energy bill. That is why we are also using today to launch our **Energy Equality Matters** campaign, calling for greater fairness for energy customers on the lowest incomes. Like many in the energy industry, we support the introduction of a social tariff for those least able to pay, as well as measures to ensure those on pre-payment meters never pay more for their energy than customers on direct debit. For example, ensuring standing charges, unit prices and the Ofgem price cap are equal for all customers, including those on pre-payment meters.

We would be grateful if you would join our roundtable, which we hope to convene in the coming weeks, or meet us individually to discuss how we can work together to tackle the fuel poverty premium that hits those who can least afford it, while better supporting our customers on traditional pre-payment meters to access vital support with energy bills.

If you are happy to join us my team will be in touch to arrange a suitable time and date.

Yours sincerely,

**Clare Miller**  
**Chief Executive, Clarion Housing Group**