



TACKLING ENERGY DEBT WHEN MOVING HOME CALL FOR INPUT

END FUEL POVERTY COALITION RESPONSE

20 January 2026

The End Fuel Poverty Coalition is a [broad coalition of around 100 anti-poverty, health, housing and environmental campaigners, charities, local authorities, trade unions and consumer organisations](#). It is also supported by academics, social enterprises and those working on the front line of fighting fuel poverty.

The wider End Fuel Poverty Coalition membership wish to add their support to the views put forward by the Money Advice Trust and National Energy Action in their responses to this consultation.

Broadly speaking, the End Fuel Poverty Coalition welcomes an intention to design a new approach to change-of-tenancy rules as a significant opportunity to reduce a major driver of bad debt while improving the experience for consumers.

However, these reforms must be designed with strong consumer protections, particularly for vulnerable households.

We are very concerned about proposals that could result in new occupiers being automatically placed on prepayment meters, or left in prepayment mode by default, creating serious risks of self-disconnection and hardship.

We would not support any change to the rules which create new affordability or protection risks.

Our members have repeatedly seen households pursued for incorrect or estimated final bills, debts belonging to previous occupiers, and “occupier” accounts that spiral before someone is even registered. Without robust regulatory requirements, there is a real risk these problems will persist or worsen under new models.

We therefore urge Ofgem to ensure any new system is built around accurate data-sharing, proactive registration processes, strong safeguards for vulnerable consumers, and clear supplier obligations, potentially including an automated sign-up process involving landlords, tenants and suppliers before tenancies begin.

We agree that the priority must be to create a seamless, low-friction system that enables departing tenants to receive accurate final bills and new tenants to be correctly registered and fairly billed only for the energy they use. Streamlined processes between suppliers and landlords should sit at the heart of this reform, so responsibility does not fall on new tenants to navigate complex systems at what is often a financially and emotionally difficult time.

Reform in this area is overdue and we would be grateful if you could continue to keep the Coalition informed about developments in this consultation.

About the End Fuel Poverty Coalition

The End Fuel Poverty Coalition is a [broad coalition of more than 100 anti-poverty, health, housing and environmental campaigners, charities, local authorities, trade unions and consumer organisations](#). It is also supported by academics, social enterprises and those working on the front line of fighting fuel poverty.

We believe that everybody has the right to a warm, dry home that they can afford to heat and power.

Members of the Coalition include: [Act on Energy](#), [Action with Communities in Rural England \(ACRE\)](#), [Age UK](#), [Anti-Austerity Action Group](#), [Association of Local Energy Officers](#), [Association for Decentralised Energy](#), [Asthma + Lung UK](#), [Basingstoke & Deane Borough Council](#), [Beat the Cold](#), [Bruton Town Council](#), [Camden Federation of Private Tenants](#), [Carers Trust](#), [Child Poverty Action Group](#), [Church Poverty Action](#), [Chartered Institute of Environmental Health](#), [Chartered Institute of Housing](#), [Community Action Northumberland](#), [Centre for Sustainable Energy](#), [Climate Action Network West Midlands](#), [Cyngor Gwynedd](#), [Debt Justice](#), [Disability Poverty Campaign Group](#), [Disability Rights UK](#), [E3G](#), [East Durham Trust](#), [EBICO](#), [Energise East Sussex](#), [Energise Sussex Coast](#), [Energy Advice Helpline](#), [Energy Cities](#), [Epilepsy Action](#), [Exeter Community Energy \(ECOE\)](#), [Fair Energy Campaign](#), [Fair By Design](#), [Fairer Housing](#), [Fuel Poverty Action](#), [Fuel Poverty Research Network](#), [Generation Rent](#), [Green Alliance](#), [Groundwork](#), [Hackney Foodbank](#), [Heat Trust](#), the [HEET project](#), [Independent Age](#), [Independent Food Aid Network](#), [Inner City Life](#), [Joseph Rowntree Foundation](#), [Lambeth Pensioners Action Group](#), [Living Rent](#), [London Borough of Camden](#), [London Borough of Lewisham](#), [Marches Energy Agency](#), [Marie Curie](#), [Mencap](#), [Mayor of London](#), [MECC Trust](#), [MND Association](#), [Moorland Climate Action](#), [National Pensioners Convention](#), [Students Organising for Sustainability](#), [National Children's Bureau](#), [National Energy Action](#), [New Economics Foundation](#), [National Federation of Women's Institutes](#), [Northern Health Services Alliance](#), [Oxford City Council](#), [Positive Money Tower Hamlets](#), [Plymouth Energy Community](#), [Redcar & Cleveland Council](#), [Repowering London](#), [Retrofit Bruton](#), [Rossendale Valley Energy](#), [Ryecroft Community Hub](#), [Save the Children](#), [Sense](#), [Severn Wye](#), [Scope](#), [Social Workers Union](#), [South Dartmoor Community Energy](#), [South East London Community Energy \(SELCE\)](#), [Southwark Group of Tenants Organisations](#), [South West London Law Centres](#), [Tamar Community Energy](#), [Thinking Works](#), [Uplift](#), [UNISON](#), [Warm & Well in Merton](#), [Winter Warmth Network](#), [Young Lives vs Cancer](#), [Village Larder \(Cumbria\)](#), [361 Energy](#).

The Coalition is also part of the [End Child Poverty Coalition](#), the Essential Services Advisory Network and the [Renters Reform Coalition](#). We work closely with [Energy Action Scotland](#), [NEA Wales](#) and the [Fuel Poverty NI coalition](#). The coordination for the [End Fuel Poverty Coalition](#) is provided by social enterprise [Campaign Collective](#).

Academics involved in the Coalition include those from the Universities of Bangor, Birmingham, Edinburgh, Exeter, Leeds, Leicester, Oxford, Strathclyde, Sussex, Worcester and York.

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