



Department for
Business, Energy
& Industrial Strategy

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Industrial Strategy

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(by email)

Dear Dave,

Thank you for your email of 9th April 2020, about the work which the Association of Meter Operators has been performing during the ongoing COVID-19 pandemic. The Secretary of State is grateful to you for having taken the time to write on behalf of the Association of Meter Operators. I know Andy Clay has spoken to you to follow-up and I have now been asked to respond to your letter.

I know since you originally wrote you and your members have seen the Secretary of State's letter to the energy industry sector dated 30th April 2020. In that letter he highlighted how the service provided by the energy industry, including members of your Association, has been invaluable in keeping the UK's energy infrastructure operating securely and making sure homes and businesses receive the energy they need and households and businesses have remained on supply.

As I know you are aware, since that letter was issued, further guidance on working safely has been published: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19#overview> and the more specific guidance on working in people's home ([Working Safely in People's Homes guidance](#)). We are grateful for the work you have done with your members to both review the draft guidance and then apply the guidance in practice. It is clearly important that the entire energy industry continues working together to ensure frontline services are provided safely whilst meeting the needs of customers and ensuring the ongoing operation of essential infrastructure.

More broadly we continue to appreciate the important work of meter operators during this period and we welcome the contribution of the Association of Meter Operators is making to the recently formed Remobilisation Working Group.

We continue to look forward to working with your Association and member organisations.

Yours sincerely,

Ian McKenzie

Ian McKenzie

Head of Stewardship, Smart Metering Implementation Programme

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