

Energy supplier's name and address

Account details

Date

To whom it may concern,

I am writing, with the support of Cystic Fibrosis Trust, to make you aware that someone in the above household has cystic fibrosis. I would like to explain to you as my energy supplier about cystic fibrosis (CF) and why it is important that my home is dry and warm, particularly during the colder months.

Cystic fibrosis (CF) is a very complex disease which causes thick, sticky mucus to be produced, which clogs the bronchial tubes and prevents the body's enzymes from digesting food. It means that people with CF are prone to constant chest infections.

Managing cystic fibrosis is an everyday activity and increasingly carried out at home. This means my home needs to be suitable: it must be warm, dry, and free from damp and mould. I need to keep my home warm to prevent a risk to the health of someone with cystic fibrosis. Dr Keith Brownlee, Director of Medical Affairs at the Cystic Fibrosis Trust, says:

"It is vitally important that people with cystic fibrosis are supported to keep their homes warm this winter. People with CF may use more energy due to needing to keep their homes warm to stave off lung infections, running additional washing machine cycles to wash clothes which need washing more often, needing an extra fridge to store sterile medications, and running medical equipment like ventilators."

I'd also like to highlight the **Energy UK Vulnerability Commitment**, which most energy suppliers have signed up to. As you are aware, this commitment sets out a set of principles to protect vulnerable customers. This includes:

- not disconnecting households with children under six.
- not disconnecting households with children under 16 between October and March.
- not disconnecting households where the customer is unable to protect their own personal welfare because of age, disability, health or severe financial insecurity.

As I am sure you are aware, **Ofgem has set clear expectations** that energy suppliers will support households like mine, and that Prepayment meters should only be used where it is safe and reasonably practicable. I believe it is not safe or reasonably practicable for my household to be on a pre-payment meter, as we need continuous energy supply **as detailed below**

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Please tick as appropriate

I ask that you take immediate steps to change the meter type and remove my risk of self-disconnection.

I ask that you do not move me to a prepayment meter as my household is at risk of self-disconnection

Adults and children with cystic fibrosis need a warm, dry home environment – their health depends on it. I hope you'll be sympathetic to my circumstances and work with me to ensure I can keep my home warm whilst balancing the stress that is caused by the high bills that come with my required usage. I am also asking you to ensure my home is on your priority service register.

Yours faithfully,