

Statutory Consultation for the Government Energy Bill Support Scheme

Subject	Details
Publication date:	29 th April 2022
Response deadline:	27 th May 2022
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Ofgem are consulting on changes to network licence conditions, to support the implementation of the Government Energy Bill Support Scheme (EBSS).

The scheme includes the application of a government funded grant to support domestic customers' with electricity bills, which it proposed will be recovered by network operators. This is in accordance with the policy intent outlined in the EBSS policy consultation, published by the Department for Business, Energy & Industrial Strategy (BEIS). Ofgem are supportive of introducing licence condition changes to facilitate the scheme implementation, on the basis that the scheme is on balance in consumers' interests, as set out in the BEIS policy consultation.

We would like views from parties with an interest in DNOs¹ facilitating EBSS grant payment to domestic customers in Great Britain. We welcome responses from DNOs as well as customer groups and other key industry stakeholders. These responses will inform Ofgem's decision on implementing licence changes.

This document outlines Ofgem's scope, proposed licence conditions, consultation questions and how you can respond. We also provide an outline of the government scheme and associated policy consultation, for which further detail is set out in BEIS's consultation document.

¹ By DNOs we mean Electricity Distribution licensees who are Distribution Service Providers.

Once the consultation is closed, we will consider all responses. We want to be transparent in our consultations. We will publish the non-confidential responses we receive alongside a decision on next steps on our website at [Ofgem.gov.uk/consultations](https://www.ofgem.gov.uk/consultations).

If you want your response, in whole or in part, to be considered confidential, please tell us in your response and explain why. Please clearly mark the parts of your response that you consider to be confidential, and if possible, put the confidential material in separate appendices to your response.

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Contents

Statutory Consultation for the Government Energy Bill Support Scheme	1
1. Introduction	4
1.1 What are we consulting on?	4
1.2 Related publications	5
Overview of the EBSS – Levy Design	6
1.3 Role of Ofgem	6
1.3.1 Introducing New Licence Conditions	6
1.3.2 Monitoring Scheme Compliance & Reporting.....	7
2. Consultation process	8
2.1 Consultation process	8
2.2 How to track the progress of the consultation	9
2.3 Indicative Timelines	9
2.4 Responding to this consultation	10
2.5 Your response, data and confidentiality	11
2.6 General feedback.....	12
3. Network Licence Condition Modification.....	13
3.1 Introduction of the proposed changes.....	13
3.2 Reason and effect for proposed modification	13
4. Other Considerations.....	14
4.1 Parallel running of Policy Design and Consultation and Licence Changes	14
4.2 Business Readiness.....	14
4.3 Design of the Compliance and Enforcement Framework	15
Annex A: Notice of Statutory Consultation - new Standard Condition 38D ..	16
Standard Condition 38D. Obligation to pay Energy Bills Rebate Scheme (EBSS) Levy to Payment Body.....	18
Annex B: Notice of Statutory Consultation - amendments to Special condition CRC2B.....	20
Special Condition CRC2B. Calculation of Allowed Pass-Through Items [only relevant Parts shown]	22
Annex C: Privacy notice on consultations	23

1. Introduction

1.1 What are we consulting on?

As set out in the BEIS EBSS policy consultation, the government recognises many households need support to deal with rising energy costs, which are being affected by several global factors. The government wants to help as many households as possible to manage the price shock. The Energy Bills Support Scheme (EBSS) is part of a wider package of measures and aims to help households manage the recent increase in energy costs by enabling them to spread these costs over time. This is expected to help mitigate the immediate impact of the increased prices and support households in managing their energy bills in the longer-term.

Under the scheme design proposed within BEIS’s consultation, energy suppliers will be responsible for applying a credit (‘grant’) for each domestic electricity meter point, with the government recovering the grant via a levy. This levy will be gradually recovered from customer bills for which the BEIS policy consultation sets out several recovery model options. The government proposes the levy should apply to all DNOs, and as such Ofgem are also proposing changes to the DNO licences.

BEIS are accountable for the scheme and policy design. Ofgem has been asked to provide support in the specific areas of compliance and licence modifications, to facilitate implementation of the scheme, which we are supportive of on the basis that on balance it is in consumers’ interests, as set out in the BEIS policy consultation. Ofgem are committed to ensuring clarity and effective execution of this role, enabling domestic electricity consumers to access the Government’s energy bill support. This consultation outlines the associated proposed licence condition modifications, in line with the support Ofgem have been asked to provide².

We recognise that most of the detail of this scheme will be in the Ministerial direction and, as highlighted above, this consultation should be read alongside BEIS’s policy consultation. From the indicative timeline, we understand that BEIS intends to publish the draft Direction before this consultation closes and, in any event, we intend to only make a final decision on these licence modifications once we understand what the direction will require of licensees. Ofgem

² [Technical proposals for the Energy Bills Support Scheme - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/technical-proposals-for-the-energy-bills-support-scheme)

may conduct further, targeted consultation in relation to these licence conditions, where necessary.

In government making the Ministerial direction, we will support BEIS as it continues to undertake impact assessments in relation to the EBSS, e.g. by providing any information we can on the impact of the scheme on licensees and customers and so helping to inform decisions about the level to be recovered in any year.

This consultation outlines the proposed electricity distribution licence condition changes required to implement the EBSS and aims to gather feedback on their suitability in achieving the required outcomes, as well as comments on whether there may be any unintended consequences as a result of their introduction.

For further details of the scheme and policy design, please refer to BEIS's EBSS policy consultation.

1.2 Related publications

Details on the design and purpose of the EBSS are provided in BEIS' policy consultation titled '[Energy Bills Support Scheme; Managing the impact of the energy price shock on consumer bills](#)³'. Suppliers have been engaged in the initial design of the scheme policy through working group sessions run between February and March 2022. This consultation was published on 11 April 2022, with Network operators and industry stakeholders invited to provide responses by 23 May 2022. It outlines the key elements of the scheme including detail on to design principles, eligibility, and the legal and regulatory framework.

Accompanying material on the EBSS grant is available in Ofgem's 'Suppliers Consultation for the Energy Bill Support Scheme'. This outlines the proposed Licence Condition modifications that are required to implement the levy as well as the associated compliance and monitoring to be carried out by Ofgem. Further details on the design principles for the credit to domestic electricity meter point are detailed in the BEIS Policy Consultation (linked above).

³ [Technical proposals for the Energy Bills Support Scheme - GOV.UK \(www.gov.uk\)](#)

² Ministerial directions are formal instructions from ministers telling their department to proceed with a spending proposal, despite an objection from their permanent secretary.

Overview of the EBSS – Levy Design

BEIS have drafted an outline policy design that is currently being consulted on (see reference to the EBSS policy consultation in the introduction). Post consultation, government will finalise and publish details of the policy and scheme design, along with a Secretary of State direction requiring licencees to comply with such direction.

1. Ofgem proposes to introduce licence modifications set out in this consultation to obligate licencees to comply with the government direction, as well as special licence conditions to reflect the recovery of monies via domestic customer bills
2. The BEIS consultation proposes that DNOs who are holders of electricity distribution licences will recover the grant of £200 over a 5 year period from financial year 2023/24 to 2027/28 from all domestic electricity customers. Networks will pay the levy to a 'Payment Body', as per the government direction. Final details of this recovery obligation will be set out in the government direction, with licence conditions reflecting the obligation to comply with this direction
3. This is a new scheme and as such Ofgem or government may require information from DNOs as part of implementing the scheme and in particular the levy. Our proposed new Network licence condition (Standard Condition 38D) will require that a licensee provide the Authority or the Secretary of State with information specified in relation to matters that are reasonably considered to be relevant to the licensee's compliance with the direction.

1.3 Role of Ofgem

Ofgem role is to support the EBSS scheme by proposing licence condition change to facilitate the scheme implementation, on the basis that the grant delivery is on balance in consumers' interests, as set out in the BEIS policy consultation. Ofgem's role would comprise two elements: introducing new licence conditions and monitoring compliance.

1.3.1 Introducing New Licence Conditions

The government policy consultation proposes the levy should apply to all DNOs, and as such Ofgem are also proposing changes to the DNO licences. Specifically to introduce a new standard condition and amend an existing special licence condition to the Electricity Distribution licence. See section 3, SLC 38D (Obligation to pay Energy Bills Rebate Scheme - EBSS- Levy to Payment Body) and CRC 2B Special licence condition. These changes are proposed in order to implement the EBSS policy as proposed in BEIS EBSS policy consultation. The proposed licence condition changes proposed are:

Standard licence condition: setting out the obligation for DNOs to follow the government direction in paying an EBSS 'Levy' and to provide information

Special licence condition: to reflect the ability of DNOs to recover EBSS money, as set out in the government direction

1.3.2 Monitoring Scheme Compliance & Reporting

The second aspect of Ofgem's role would be to monitor compliance with the new licence conditions, including implementation of the obligations set by the government direction. Ofgem's monitoring activity will give reassurance to HMG that electricity network operators (DNOs) have paid the levy to the Payment Body and collected it via network charges in line with the government direction.

Our expertise in monitoring and ensuring supplier compliance with licence conditions through our previous experience of Warm Home Discount and the Government Electricity Rebate means that we are able to assess supplier compliance in the application of the rebate in an efficient and effective manner.

2. Consultation process

2.1 Consultation process

The timeline in Figure 1 below represents the stages of the consultation process. The aim of the consultation process is to enable all parties to provide comments on the proposed licence conditions within a specified timeframe. After this, Ofgem will review the responses and make a decision on the final licence conditions, which will be released in a statement at the end of the process. The consultation process has 4 stages:

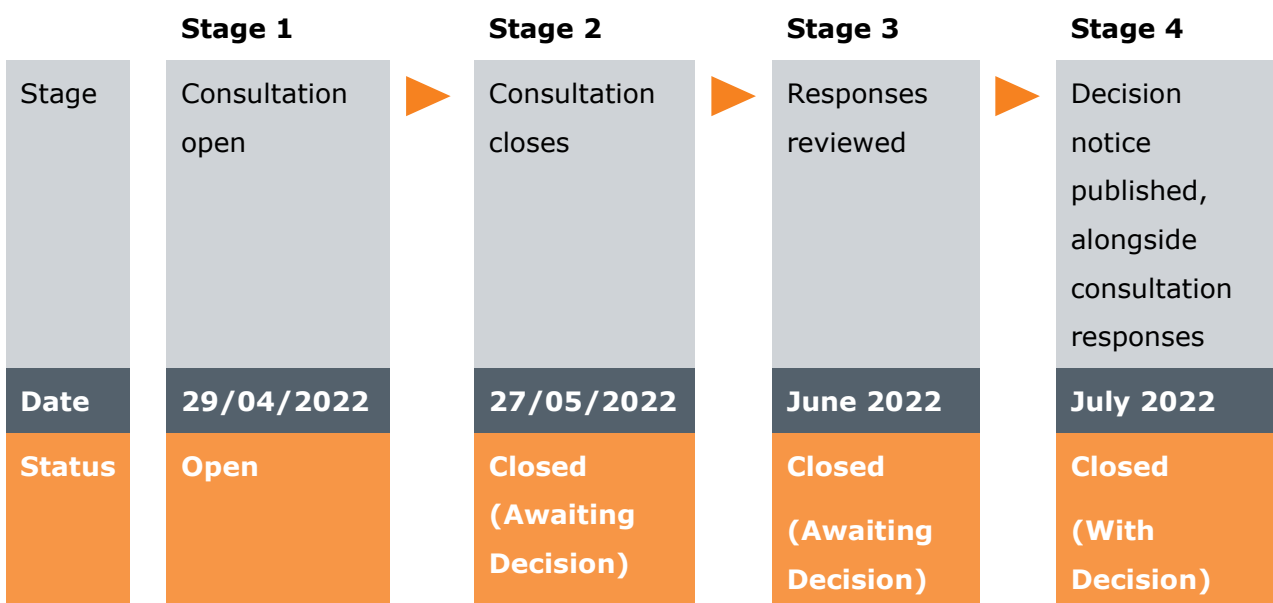
Stage 1: *Consultation Opens*. Ofgem release the consultation documentation for Networks, stakeholder and industry review.

Stage 2: *Consultation Closes*. This is the final date for submission of consultation responses, including all comments and feedback, to Ofgem.

Stage 3: *Responses reviewed and published*. Ofgem will review responses and publish the non-confidential responses on our website at www.ofgem.gov.uk/consultations.

Stage 4: *Consultation decision/policy statement*. Ofgem will publish a final decision stating any amendments to the originally proposed licence conditions, alongside a decision on next steps. This will be published on our website at www.ofgem.gov.uk/consultations.

Figure 1: Consultation Stages, Dates and Corresponding Status.

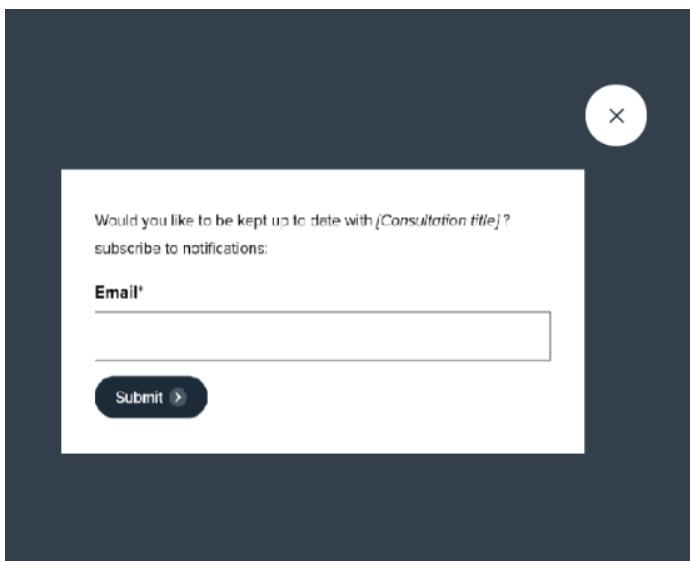


2.2 How to track the progress of the consultation

You can track the progress of a consultation from upcoming to decision status using the 'notify me' function on a consultation page when published on our website.

[Ofgem.gov.uk/consultations.](https://www.ofgem.gov.uk/consultations)

Notify me +

A screenshot of a notification form. The form is white and centered on a dark blue background. It contains the text: "Would you like to be kept up to date with [Consultation Title]?", "subscribe to notifications:", and "Email:" followed by a text input field. At the bottom of the form is a dark blue button with the text "Submit" and a right-pointing arrow. A white circular close button with an 'X' is located in the top right corner of the form area.

2.3 Indicative Timelines

Following consideration of stakeholder views received in response to this consultation, we intend to issue a decision statement in July 2022. This would mean the new networks licence condition(s) would be in effect for October 2022, with the intention that rebate can start to be paid per domestic electricity meter points from that month.

Activity	Indicative Timeline
BEIS - Policy Consultation	11 April – End May 2022
BEIS – Decision and direction issued	Expected end of July 2022
Ofgem - Decision Published and 56 Day Statutory Standstill	July – September 2022
Ofgem – Standard Licence Condition Changes Enacted	September 2022
Suppliers - Grant Payments made to Customer Accounts	From October 2022
DCUSA modifications – raised by industry and approved by Ofgem	<31 December 2022
HMG - levy rate for 2023/24 directed	<31 December 2022
Ofgem – Issue derogation to allow DNOs and IDNs to modify charges	<2 January 2023
DNOS - reflect levy in 2023/24 UoS charges	<=31 January 2023
IDNOs – Charges updates (40 days’ notice period)	<20 February 2023
DNOs - Obligation to pay Payment Body	Expected to be quarterly from July 2023

2.4 Responding to this consultation

Ofgem would like to hear the views of DNOs and other interested parties, including consumer groups, in relation to the electricity supply Licence Conditions set out in Section 3. Ofgem would appreciate views on:

1. Whether you agree in principle with the introduction of new Licence Conditions to comply with the government direction, and your reasoning
2. Whether you are supportive of implementing Distribution Connection and Use of System Agreement (DCUSA) changes aligned to the proposed licence conditions and the government direction

3. Are you supportive of recovering this 'levy' via existing charges? Please explain your reasoning.
4. Whether there may be any unintended consequences from the implementation of the scheme in this way

Please send your response, in the form of a letter, to ebss.consultation@ofgem.gov.uk.

2.5 Your response, data and confidentiality

You can ask us to keep your response, or parts of your response, confidential. We'll respect this, subject to obligations to disclose information, for example, under the Freedom of Information Act 2000, the Environmental Information Regulations 2004, statutory directions, court orders, government regulations or where you give us explicit permission to disclose. If you do want us to keep your response confidential, please clearly mark this on your response and explain why.

If you wish us to keep part of your response confidential, please clearly mark those parts of your response that you *do* wish to be kept confidential and those that you *do not* wish to be kept confidential. Please put the confidential material in a separate appendix to your response. If necessary, we'll get in touch with you to discuss which parts of the information in your response should be kept confidential, and which can be published. We might ask for reasons why.

If the information you give in your response contains personal data under the General Data Protection Regulation (Regulation (EU) 2016/679) as retained in domestic law following the UK's withdrawal from the European Union ("UK GDPR"), the Gas and Electricity Markets Authority will be the data controller for the purposes of GDPR. Ofgem uses the information in responses in performing its statutory functions and in accordance with section 105 of the Utilities Act 2000. Please refer to our Privacy Notice on consultations, see Annex C.

If you wish to respond confidentially, we'll keep your response itself confidential, but we will publish the number (but not the names) of confidential responses we receive. We won't link responses to respondents if we publish a summary of responses, and we will evaluate each response on its own merits without undermining your right to confidentiality.

2.6 General feedback

We believe that consultation is at the heart of good policy development. We welcome any comments about how we've run this consultation. We'd also like to get your answers to these questions:

1. Do you have any comments about the overall process of this consultation?
2. Do you have any comments about its tone and content?
3. Was it easy to read and understand? Or could it have been better written?
4. Were its conclusions balanced?
5. Did it make reasoned recommendations for improvement?
6. Any further comments?

Please send any general feedback comments to ebss.consultation@ofgem.gov.uk

3. Network Licence Condition Modification

3.1 Introduction of the proposed changes

New Standard licence condition 38D: setting out the obligation for DNOs to follow the government direction in paying an EBSS 'Levy' and to provide information

Amending Special licence condition CRC 2B: to reflect the ability of DNOs to recover EBSS money, as set out in the government direction. The proposed special licence condition changes will be introduced into RIIO-ED1, and then also within the RIIO-ED2 price control, to reflect the on-going mechanism for DNOs to recover the 'Levy' from customers.

Both the standard and special licence conditions are set out as part of the Notice of statutory consultation attached to this consultation as Annex A.

3.2 Reason and effect for proposed modification

The reason for this proposed modification is to support the government policy direction in implementing the EBSS and to have the DNOs recover the EBSS via their network charges.

The effect is to:

- Require the DNOs to comply with directions by the Secretary of State to recover the EBSS and pay it to the Payment Authority;
- Require the licensee to provide information to monitor implementation of the EBSS; and
- To make the payments to the Payment Authority a pass through item in the DNOs price control, enabling licensees to recover the cost via their network charges.

4. Other Considerations

4.1 Parallel running of Policy Design and Consultation and Licence Changes

BEIS's policy design and associated Licence changes are being drafted and consulted on in parallel. This arrangement was preferred in order to meet scheme implementation timeframes, to ensure that domestic customers would benefit from the grant ahead of the winter period. Suppliers and Networks have been engaged in a series of BEIS-led design working groups and the input has been factored into the policy consultation and our approach to licence conditions. Stakeholders will also have the opportunity to respond to the policy consultation from mid-April 2022, with BEIS and Ofgem engaging throughout to ensure alignment between policy and downstream obligations and associated compliance activities. Whilst consultations will be running in parallel, final decision on the Licence Conditions resides with Ofgem and will not be pre-determined by the outcome of the BEIS policy consultation.

As stated in earlier sections of this consultation, most of the detail of this scheme will be in the Ministerial direction and, as highlighted above, this consultation should be read alongside BEIS's policy consultation. From the indicative timeline, we understand that BEIS intends to publish the draft Direction before this consultation closes and, in any event, we intend to only make a final decision on these licence modifications once we understand what the direction will require of licensees.

4.2 Business Readiness

Ofgem acknowledge that the delivery of the EBSS may require Suppliers and Networks to implement changes.

In order to help create consistency and support Suppliers and Network operators' readiness:

- BEIS plan to provide a 'draft direction' alongside (or shortly after) its response to the BEIS consultation at the end of July 2022 – in conjunction with existing industry engagement on the policy design, we believe this should provide an opportunity to commence business readiness activities in preparation for the scheme go-live
- Suppliers and Networks have been engaged in a continued series of BEIS-led working groups on the scheme design, and we understand that further targeted working groups are planned.

4.3 Design of the Compliance and Enforcement Framework

Ofgem will work in collaboration with stakeholders to design an associated compliance and enforcement framework for EBSS. The framework will cover key elements such as the grant delivery to domestic customer accounts, the levy and reporting mechanisms to demonstrate compliance with the EBSS. Guiding principles for this framework, aligned with the wider scheme, will be simplicity and the use of existing reporting mechanisms where possible.

Annex A: Notice of Statutory Consultation - new Standard Condition 38D

To: Electricity Distribution licensees who are Distribution Service Providers

Notice of statutory consultation on a proposal pursuant to section 11A of the Electricity Act 1989 to add a new Standard Condition 38D

1. Each of the companies to whom this notice is addressed holds an electricity distribution licence granted, or treated as granted, pursuant to section 6(1)(c) of the Electricity Act 1989 ('the Act').
2. In accordance with section 11A (2), (3) and (4) of the Act, the Gas and Electricity Markets Authority ('the Authority')⁴ gives notice that it proposes to modify the standard licence conditions of all electricity distribution licences granted or treated as granted under section 6(1)(c) of the Act by adding new Standard Condition 38D in the manner set out in the schedule attached to this notice and described in the consultation document accompanying this notice.
3. We are proposing this licence modification to support the implementation of the Energy Bill Support Scheme (EBSS), consistent with the direction to be issued by the Secretary of State. Ofgem are supportive of introducing licence condition changes on the basis that the scheme is in consumers' interests on balance, as set out in the BEIS policy consultation. A copy of this proposed modification has been published on our website (<https://www.ofgem.gov.uk>). Alternatively, it is available from foi@ofgem.gov.uk.
4. The effect of the proposed modification is to require the licensee to comply with the EBSS direction and to enable the licensee to recover the costs of the EBSS obligation as set out in the direction.
5. Any representations with respect to the proposed licence modification must be made on or before 27th May 2022 to: Andrew Ryan, Office of Gas and Electricity Markets, 10

⁴ The terms "the Authority", "we" and "us" are used interchangeably in this document.

South Colonnade, Canary Wharf, London, E14 4PU or by email to
ebss.consultation@ofgem.gov.uk.

6. We normally publish all responses on our website. However, if you do not want your response to be made public, then please clearly mark it as not for publication. We prefer to receive responses in an electronic form so they can be placed easily on our website.
7. Subject to responses to the statutory consultation, if we decide to make the proposed modification it will take effect not less than 56 days after the decision is published.

Jonathan Gorrie

Chief Financial Advisor, Analysis and Assurance

Duly authorised on behalf of the Gas and Electricity Markets Authority

29 April 2022

Schedule

The text of the proposed new Standard Licence Condition 38D is set out below with text to be inserted double underlined.

Standard Condition 38D. Obligation to pay Energy Bills Rebate Scheme (EBSS) Levy to Payment Body

Introduction

38D.1 This condition:

- (a) places obligations on the licensee in respect of the Energy Bills Support Scheme; and
- (b) provides for the Authority and the Secretary of State to be able to obtain information from the licensee in relation to their compliance with an Energy Bills Support Scheme Direction.

Part A – Compliance with Secretary of State Direction

38D.2 The licensee must comply with any Energy Bills Support Scheme Direction.

Part B – Provision of Information

38D.3 The Authority and the Secretary of State may for the purposes of monitoring the implementation of the Energy Bills Support Scheme issue an Information Request to the licensee.

38D.4 An Information Request (or any part of it) may be addressed to one or more of the licensees in whose licence this condition have effect

38D.5 An Information Request may in particular specify:

- (a) the type and nature of Information to be provided;
- (b) that the information is to be accompanied by such supporting documents or data as may be described;
- (c) that all or some of the specified Information must continue to be provided at intervals specified until such data as is specified or until the Authority or Secretary of State issues a subsequent Information Request to the licensee;
and
- (d) the form and manner in which, and the date by which, the specified Information is to be provided.

38B.6 The licensee must comply with an Information Request addressed to it or to a category of Electricity Distributors of which it is a member.

38D.7 The licensee must use reasonable endeavours to ensure that the Information it provides in response to an Information Request is complete and accurate.

38D.8 The licensee is not required under this condition to provide any Information which it could not be compelled to produce or give in evidence in civil proceedings before a court.

Definitions for condition

38D.9 For the purposes of this condition:

“Energy Bills Support Scheme” means [ref to relevant legislation/BEIS document].

“Energy Bills Support Scheme Direction” means a direction made by the Secretary of State that sets out:

(a) a requirement for the licensee to recover funds previously provided to consumers as part of the Energy Bills Support Scheme;

(b) a requirement to pay those funds to the Payment Body;

“Information” includes information (other than information subject to legal privilege) in any form or medium and of any description specified by the Authority or Secretary of State and includes any documents, accounts, estimates, returns, records or reports and data of any kind, whether or not prepared specifically at the request of the Authority or Secretary of State.

“Information Request” means a request for information under Part B of this condition.

“Payment Body” means TBD.

Annex B: Notice of Statutory Consultation - amendments to Special condition CRC2B

To: Electricity Distribution licensees who are Distribution Service Providers

Notice of statutory consultation on a proposal pursuant to section 11A of the Electricity Act 1989 to amend the Special Condition CRC2B

1. Each of the companies to whom this notice is addressed holds an electricity distribution licence granted, or treated as granted, pursuant to section 6(1)(c) of the Electricity Act 1989 ('the Act').
2. In accordance with section 11A (2), (3) and (4) of the Act, the Gas and Electricity Markets Authority ('the Authority')⁵ gives notice that it proposes to modify the standard licence conditions of all electricity distribution licences granted or treated as granted under section 6(1)(c) of the Act by amending Special Condition CRC2B in the manner set out in the schedule attached to this notice and described in the consultation document accompanying this notice.
3. We are proposing this licence modification to support the implementation of the Energy Bill Support Scheme (EBSS), consistent with the direction to be issued by the Secretary of State. Ofgem are supportive of introducing licence condition changes on the basis that the scheme is in consumers' interests on balance, as set out in the BEIS policy consultation. A copy of this proposed modification has been published on our website (<https://www.ofgem.gov.uk>). Alternatively, it is available from foi@ofgem.gov.uk.
4. The effect of the proposed modification is to require the licensee to comply with the EBSS direction and to enable the licensee to recover the costs of the EBSS obligation as set out in the direction.
5. Any representations with respect to the proposed licence modification must be made on or before 27th May 2022 to: Andrew Ryan, Office of Gas and Electricity Markets, 10

⁵ The terms "the Authority", "we" and "us" are used interchangeably in this document.

South Colonnade, Canary Wharf, London, E14 4PU or by email to
RegFinance@ofgem.gov.uk.

6. We normally publish all responses on our website. However, if you do not want your response to be made public, then please clearly mark it as not for publication. We prefer to receive responses in an electronic form so they can be placed easily on our website.
7. Subject to responses to the statutory consultation, if we decide to make the proposed modification it will take effect not less than 56 days after the decision is published.

Jonathan Gorrie

Chief Financial Advisor, Analysis and Assurance

Duly authorised on behalf of the Gas and Electricity Markets Authority

29 April 2022

Schedule

The text of the proposed present the Special licence condition CRC2B set out below with text to be inserted double underlined.

Special Condition CRC2B. Calculation of Allowed Pass-Through Items [only relevant Parts shown]

Part A: Calculation of Allowed Pass-Through Items (PT)

2B.1 - For the purposes of Part B of CRC 2A, which establishes the calculation of Allowed Distribution Network Revenue, the total amount of the PT term is calculated in accordance with the following formula (in this condition, the Principal Formula):

$$PT_t = LF_t + RB_t + TB_t + SMC_t + SMIT_t + RF_t + SLR_t + EBD_t + \underline{\underline{EBSSL_t}}$$

2B.2 - In the Principal Formula:

LF_t means the licence fee adjustment in Regulatory Year t, as derived in accordance with the formula set out in Part B of this condition.

RB_t means the Business Rates adjustment in Regulatory Year t, as derived in accordance with the formula set out in Part C of this condition.

...

EBSSL_t means payments made by the licensee under an Energy Bills Support Scheme Direction in accordance with Standard Condition 38D (Energy Bills Support Scheme) in Regulatory Year t

Annex C: Privacy notice on consultations

Personal data

The following explains your rights and gives you the information you are entitled to under the General Data Protection Regulation (GDPR).

Note that this section only refers to your personal data (your name address and anything that could be used to identify you personally) not the content of your response to the consultation.

1. The identity of the controller and contact details of our Data Protection Officer

The Gas and Electricity Markets Authority is the controller, (for ease of reference, "Ofgem").

The Data Protection Officer can be contacted at dpo@ofgem.gov.uk

2. Why we are collecting your personal data

Your personal data is being collected as an essential part of the consultation process, so that we can contact you regarding your response and for statistical purposes. We may also use it to contact you about related matters.

3. Our legal basis for processing your personal data

As a public authority, the GDPR makes provision for Ofgem to process personal data as necessary for the effective performance of a task carried out in the public interest. i.e. a consultation.

4. With whom we will be sharing your personal data

We may share data with BEIS as relevant to the development of the EBSS.

5. For how long we will keep your personal data, or criteria used to determine the retention period.

Your personal data will be held for six months after the project is closed.

6. Your rights

The data we are collecting is your personal data, and you have considerable say over what happens to it. You have the right to:

- know how we use your personal data
- access your personal data
- have personal data corrected if it is inaccurate or incomplete
- ask us to delete personal data when we no longer need it
- ask us to restrict how we process your data

- get your data from us and re-use it across other services
- object to certain ways we use your data
- be safeguarded against risks where decisions based on your data are taken entirely automatically
- tell us if we can share your information with 3rd parties
- tell us your preferred frequency, content, and format of our communications with you
- to lodge a complaint with the independent Information Commissioner (ICO) if you think we are not handling your data fairly or in accordance with the law. You can contact the ICO at <https://ico.org.uk/>, or telephone 0303 123 1113.

7. Your personal data will not be sent overseas.

Note that this cannot be claimed if using Survey Monkey for the consultation as their servers are in the US. In that case use “the Data you provide directly will be stored by Survey Monkey on their servers in the United States. We have taken all necessary precautions to ensure that your rights in term of data protection will not be compromised by this”.

8. Your personal data will not be used for any automated decision making.

9. Your personal data will be stored in a secure government IT system.

(If using a third party system such as Survey Monkey to gather the data, you will need to state clearly at which point the data will be moved from there to our internal systems.)

10. More information

For more information on how Ofgem processes your data, click on the link to our “[Ofgem privacy promise](#)”.