

Consultation

Future of the Gas Transporter Traditional Metering Obligations post-2025

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We are seeking views on our proposals for the future of regulated traditional gas metering after the current licence conditions expire on 31 December 2025. This follows the Department for Energy Security and Net Zero's (DESNZ) publication on the post-2025 smart metering framework.

This consultation sets out:

- Our preferred approach and proposed licence modifications.
- Consumer safeguards during the transition.
- A plan for moving to a voluntary market arrangement from January 2026.

This document outlines the purpose and questions of the consultation and how you can get involved. Once the consultation is closed, we will consider all responses. We want to be transparent in our consultations and 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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1. Introduction

Context

- 1.1 Gas Distribution Networks (GDNs), and National Gas Transmission (NGT), currently have licence obligations to provide traditional meters at regulated terms through the Meter Provider of Last Resort (MPOLR) and Backstop MPOLR (BMPOLR) regimes. These regulated terms include annually reviewed tariff caps and consumer protections. The associated licence conditions were extended¹ so their primary Sunset Obligations (SO) elements would run to 31 December 2025, aligned with the current smart meter rollout targets framework².
- 1.2 For NGT these obligations sit under Special Condition 9.16 and Standard Special Conditions B8 and B7 of their licence. For the GDNs these obligations sit under Special Condition 9.10 and Standard Special Condition D17 and D18 of their licence. We have set out these licence conditions in full in [Appendix 1](#) Sunset Obligations of this document.

Government framework

- 1.3 DESNZ's post-2025 framework³ aims to keep the smart meter rollout progressing towards as wide of coverage as possible by 2030. The framework proposes annual supplier deployment plans which are intended to become binding from 2027 onwards. The proposed framework is intended to allow suppliers the opportunity to manage the rollout and their other smart metering obligations in the best possible way.

Our proposals

- 1.4 We are proposing no further extensions to the SO which will result in these expiring on 31 December 2025.
- 1.5 We are proposing a time-limited voluntary market arrangement running for 12 months from 1 January 2026, with minimum service standards and protections for consumers in vulnerable situations maintained to take effect. This voluntary agreement would be in place from 1 January 2026 until 31 December 2026. This would allow GDNs and NGT to continue to offer traditional metering commercially which should provide flexibility to ensure the continuity of the service.
- 1.6 This consultation sets out the proposed future of the traditional metering obligations post-2025 and the content of the voluntary agreement.

¹ [Extension of sunset conditions of the gas transporter licence held by National Gas Transmission Plc and the gas distribution network operators](#)

² [Department of Energy Security and Net-Zero Smart Meter Targets Framework](#)

³ [Department of Energy Security and Net-Zero Smart Metering Policy Framework Post-2025](#)

Consultation Future of the Gas Transporter Traditional Metering Obligations post-2025**Purpose of this consultation**

- 1.7 The purpose of this consultation is to seek views on a voluntary agreement to replace the regulated metering licence obligations for NGT, and GDNs, in 2026. This voluntary agreement will ensure that these services remain in place to help support suppliers, and protect consumers, during the next phase of the smart meter rollout.

Overview

- 1.8 Under the historic licence conditions within the Gas Transporter licence, GDNs must provide traditional meters and metering services upon reasonable request from suppliers on regulated terms known as the MPOLR obligation. NGT has a backstop role meaning GDNs can call on a national provider where needed referred to as the BMPOLR. These obligations, and associated tariff caps, were designed to protect consumers during the transition to smart metering and to ensure availability and reasonable pricing for traditional metering services.
- 1.9 The New and Replacement Obligation (NRO) for suppliers was activated in 2019, making the installation of SMETS2 meters the default where reasonably practical. Upon its activation, the MPOLR and BMPOLR obligations ceased to be in effect. A slower than anticipated rollout of smart meters led to the reinstatement and extension of these key SO in September 2024. We consulted on an extension to the end date for these licence conditions to coincide with the current smart metering Targets Framework⁴. Following this consultation, we made the decision to align these SO with the end of the current smart metering Targets Framework 31 December 2025.
- 1.10 The majority of respondents to the consultation were in favour of our decision to extend the SO's end date to 31 December 2025. However, some respondents felt that it may be necessary to ensure that a continued supply of traditional gas meters are in place or that a transitional approach is agreed. This would ensure support for suppliers to continue to meet the needs of consumers who require these services to remain in place past 31 December 2025.
- 1.11 DESNZ's post-2025 smart meter policy framework consultation signals a move to complete market coverage by 2030 which includes proposed annual supplier

⁴ [Review of Gas Transporter traditional metering licence conditions](#)

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deployment plans from 2026, and the ability for suppliers to manage various elements of the rollout as they see fit.

- 1.12 The final decision has not yet been finalised on DESNZ's proposals for the smart metering post-2025 framework. However, we consider that the transition to a deregulated model of traditional gas metering should proceed without the need for a final decision given the continued drive to complete market coverage by 2030 and an increasing uptake of low carbon technologies such as heat pumps that enable consumers to move off gas supplies. In the decision to our 2024 consultation⁵ we set out the need to wait for post-2025 smart metering policy to be determined before making any final decisions on the future of these licence conditions. Although the final decision has not been made, given the overall direction within the consultation it is clear there is an opportunity to move forward with this review.
- 1.13 It is important to clarify that the future of these licence conditions is not reliant on smart meter policy and vice-versa. It is clear from the consultation published by DESNZ that the smart meter rollout continues to be a top priority for Ofgem, government and industry.
- 1.14 Through this consultation and the subsequent decision, we aim to provide clarity to GDNs, NGT, suppliers and consumers on the future of these obligations to avoid any disruption or uncertainty around these services.

Consultation stages

Stage 1 Consultation open: 03 November 2025

Stage 2 Consultation closes (awaiting decision). Deadline for responses: 01 December 2025

Stage 3 Responses reviewed and published: December 2025

Stage 4 Consultation outcome December 2025

How to respond

We want to hear from anyone interested in this consultation. Please send your response to the person or team named on the front page of this document.

We have asked for your feedback in each of the questions throughout. Please respond to each one as fully as you can.

⁵ [Statutory Consultation and conclusions on the Review of Gas Transports traditional metering licence conditions in the Special and Standard Special conditions of the Gas Transport Licence](#)

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We will publish non-confidential responses on our website.

Your response, data, and confidentiality

You can ask us to keep your response, or parts of your response, confidential. We will 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 will contact 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 United Kingdom'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 **Appendix 3**.

If you wish to respond confidentially, we will keep your response confidential, but we will publish the number, but not the names, of confidential responses we receive. We will not 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.

How to track the progress of a consultation

1. Find the web page for the call for input you would like to receive updates on.
2. Click 'Get emails about this page', enter your email address and click 'Submit'.
3. You will receive an email to notify you when it has changed status.

A consultation has three stages: 'Open', 'Closed (awaiting decision)', and 'Closed (with decision)'.

2. What we are consulting on

In this section we set out the proposed voluntary commitments for NGT and GDN following the expiry of the SO on 31 December 2025.

Voluntary Commitments

Q1a. Do you agree the proposed voluntary commitments set out in paragraph 2.2?

Q1b. Do you agree that this agreement will provide consistency over the 12 months it is in place until 31 December 2025?

- 2.1 We are consulting on our proposals for a voluntary agreement by GDNs, and NGT, to maintain the MPOLR and BMPOLR service under commercial agreements with energy suppliers until 31 December 2026. This agreement would not set out a specific end date or withdrawal path for these activities, and both NGT and GDNs would be responsible for determining how to proceed following the end of the proposed agreement.
- 2.2 The proposed voluntary agreement would require GDNs and NGT to provide the following level of service to energy suppliers:

Service standards: Clear SLAs for meter provision/attendance, return/removal, fault response, and stock management. In addition, it should include a non-discrimination in service provision, prioritisation where there is vulnerability or a safety risk.

 - Pricing principles: Prices are transparent and anchored in efficient costs alongside the ability for bilateral negotiation.
 - Vulnerability safeguards: alignment with the Priority Services Register and enhanced communication/access standards, ensuring there is no detriment owing to vulnerability status.
- 2.3 These commitments are intended to replicate the current arrangements as closely as possible while allowing GDNs, and NGT, to operate in a way that ensures they provide these services in a competitive market.
- 2.4 We consider that the three commitments cover the services provided by GDNs and NGT remain consistent for 12 months following de-regulation of these activities and ensure that the needs of consumers are protected. This should provide sufficient time for energy suppliers to reach any agreements with GDNs and NGT about their future requirements.
- 2.5 While Ofgem is committed to ongoing monitoring of the market and these commitments it is essential to ensure they operate in the interests of the consumers. We recognise that in the event this agreement is not working in the

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interests of consumers we may take action up to and including the reinstatement of the licence conditions.

- 2.6 As part of the this change several associated licence conditions within NGT's Gas Transporter Licence Standard Special Conditions Section B which are dependent on the SO also need to be removed. The full list of these licence conditions is set out within **Appendix 2** of this document.
- 2.7 A key component of the rationale for our decision to move away from the current regulated arrangements is the availability of technology which can help support consumers who may have previously been ineligible for a gas smart meter due to HAN or WAN constraints. These technologies include the deployment of Alt-HAN solutions, 4G comms hubs or the currently in development VWAN solution. This coupled with the current progress of the smart meter rollout and the proposed post-2025 policy create an environment to remove the regulated obligations.
- 2.8 We have also taken into account the feedback provided by respondents to our 2024 consultation to ensure that the removal of these obligations and our proposed voluntary agreement is likely to result in an orderly transition and should avoid any consumer detriment.
- 2.9 It is also important to recognise that the market has changed significantly since the tariff caps for traditional metering were introduced in 2002. At that time these were introduced to protect consumers from higher prices due to the lack of competition. Whereas in the current market this issue is likely to be tackled by a variety of solutions including a wide range of third party metering providers, suppliers in-house metering solutions and for costs the energy price cap⁶.
- 2.10 In our previous consultation some GDNs raised concerns about the continued requirements to pass along any requests to NGT as the BMPOLR. This was highlighted as a concern due to the lack of use of this service and the processes in place. Therefore, in the event a GDN does not offer any traditional metering services they will not be required to pass requests on to NGT as is currently the requirement under these licence conditions; however, they are free to continue to carry out this activity should they so wish.
- 2.11 Following on from the feedback provided in our 2024 consultation by GDNs. If a GDN does not directly providing metering services as an MPLOR we are not seeking agreement from these parties to our voluntary agreement.
- 2.12 In our 2024 consultation we also proposed to remove several conditions within the Gas Transporter Licence Standard Special Conditions Section D which formed part of this MPOLR obligation. They were:

⁶ [Ofgem Energy Price Cap](#)

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- Standard Special Condition D13. Provision of services for specific domestic customer groups
- Standard Special Condition D14. Arrangements for access to premises
- Standard Special Condition D16. Reporting on Performance
- Standard Special Condition D19. Non-discrimination in the provision of metering activities

2.13 However following responses to that consultation, we do believe it necessary to remove these conditions to allow GDNs to operate these metering services commercially.

2.14 For Question 2 only National Gas Transmission and GDNs who offer traditional meter should respond.

Question 2. Do you agree with and propose to uphold the principles of the voluntary agreement set out above in paragraph 2.2 while continuing to offer traditional metering services from 1 January 2026 until 31 December 2026?

Question 3. Do you agree with our proposal to remove the additional licence conditions set out below from NGT's Gas Transporter Licence Standard Special Conditions section B?

2.15 As part of this consultation, we are also seeking views on amendments to the Standard Special Conditions Applicable to all NTS Licensees: PART B alongside the expired SO.

2.16 These licence conditions are:

- Standard Special Condition B6. Application of Standard Special Conditions B7, B8, B9, B10, B11 and B12.
- Standard Special Condition B9. Non-discrimination in the Provision of Metering Activities.
- Standard Special Condition B10. Provision of services for specific domestic customer groups
- Standard Special Condition B11. Arrangements for access to premises
- Standard Special Condition B12. Reporting on Performance

2.17 Following the expiry of the SO, NGT will no longer be carrying out the regulated activities these relate to instead operating on a commercial basis alongside our proposed voluntary agreement. This means that these specific licence conditions will no longer be necessary. We believe that the voluntary agreement and the current Gas Transporter Licence combined with the existing energy code

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obligations relating to metering provide an appropriate level of consumer protection.

- 2.18 We consider the MPOLR and BMPOLR licence obligations are no longer needed to help support the smart meter rollout. While these obligations were originally intended to ensure consumers were protected in a monopoly market and to help support suppliers this is no longer the case. Energy suppliers have access to both independent and in-house metering solutions as alternatives to the default market wide coverage provided by NGT and the GDNs. Combined with the rollout of new technologies like Alt-HAN and 4G comms hubs continues to help close the gaps where gas smart meters may not have been suitable for consumers. These licence obligations also represent an administrative burden though the need for annual charging statement reviews and approvals given the parties no longer hold a monopoly position in the market.

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Send us your feedback

We believe that consultation is at the heart of good policy development. We are keen to receive your comments about this consultation. We would also like to get your answers to these questions:

- Do you have any comments about the quality of this document?
- Do you have any comments about its tone and content?
- Was it easy to read and understand? Or could it have been better written?
- Are its conclusions balanced?
- Did it make reasoned recommendations?
- Do you have any further comments?

Please send your feedback to stakeholders@ofgem.gov.uk.

Appendix 1. Sunset Obligations

STANDARD SPECIAL CONDITIONS APPLICABLE TO ALL NTS LICENSEES: PART B

Standard Special Condition B7. Provision of Meters

1. Subject to Standard Special Condition B6 (Application of Standard Special Conditions B7, B8, B9, B10, B11 and B12), this condition shall not be in effect in this licence.
2. This condition applies only in relation to the provision of gas meters other than:
 - (a) a gas meter capable of forming part of a smart metering system;
 - (b) an advanced domestic meter; or
 - (c) a prepayment advanced domestic meter.
3. Except in so far as the Authority otherwise consents, the licensee shall comply with any reasonable request by a relevant gas transporter, pursuant to paragraph 2(b) of Standard Special Condition D17 (Provision and Return of Meters) of the DN operator gas transporter licence, to provide, through a metering equipment manager and install at the premises of a domestic customer, a gas meter owned by the licensee and of a type specified by the supplier subject, however, to a meter of that type being reasonably available to the licensee and the supplier agreeing to pay the licensee's charges in respect of that meter.
4. Where any gas meter owned by the licensee is disconnected by, or returned to, the licensee it shall promptly make an appropriate record of the details displayed on the register of the meter at the time of disconnection or return and of such other information in its possession as shall subsequently enable the identity of, and the date of disconnection or return of, the meter and the premises from which it was disconnected to be ascertained, and shall keep such a record for a period of not less than 2 years from the date of the disconnection or return, whichever is the later.
5. Where the licensee has reasonable cause to believe that any gas meter owned by it and disconnected by, or returned to, it is or may be relevant to -
 - (a) any investigation, proceedings or possible proceedings relating to the alleged theft of gas by any person or to an alleged offence under paragraph 10(1) of Schedule 2B to the Act; or
 - (b) any dispute as to the accuracy of the meter,

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the licensee shall use all reasonable endeavours to keep the meter in safe custody in the standard condition in which it was when disconnected or returned and with the register unaltered -

- (i) during the period of 6 months beginning with the date on which the meter was disconnected or returned, for as long as the licensee continues to have reasonable cause to believe that the meter is or may be so relevant; and
 - (ii) thereafter, for as long as, to the licensee's knowledge, the meter is so relevant.
6. When the licensee receives, in connection with a proposed connection or disconnection of a meter, such a notice as is mentioned in sub-paragraph (1) of paragraph 12 of Schedule 2B to the Act or receives information in pursuance of sub-paragraph (3) of that paragraph, it shall promptly give the relevant shipper a copy thereof and furnish it with any further information relating to the meter which is requested by the relevant shipper and which the licensee either has or may readily obtain.
7. Subject to any direction given by the Authority, this condition shall cease to have effect on 31 December 2025.

Standard Special Condition B8. Provision of Terms

- 1. Subject to Standard Special Condition B6 (Application of Standard Special Conditions B7, B8, B9, B10, B11 and B12), this condition shall not be in effect in this licence.
- 2. This condition applies only in relation to the provision of gas meters other than:
 - (a) a gas meter capable of forming part of a smart metering system;
 - (b) an advanced domestic meter; or
 - (c) a prepayment advanced domestic meter.
- 3. Where the licensee receives a request from a relevant gas transporter, pursuant to paragraph 2(b) of Standard Special Condition D17 (Provision and Return of Meters) of the DN operator gas transporter licence, the licensee shall provide to the supplier the terms provided for in paragraph 5.
- 4. Where the licensee is required to provide the services described in paragraph 3 of Standard Special Condition B7, it shall be the duty of the licensee to provide those services on reasonable terms.
- 5. The terms referred to in paragraph 3 are the licensee's terms regarding:

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- (a) the date by which the services required shall be provided (time being of the essence unless otherwise agreed between the parties);
 - (b) the charges to be paid in respect of the services required, such charges (save to the extent set out in any direction under paragraph 12 or unless manifestly inappropriate):
 - (i) to be presented in such a way as to be referable to the statements prepared in accordance with paragraph 7 of this condition, or any revision thereof; and
 - (ii) to be set in conformity with the requirements of paragraphs 6 to 9 of this condition; and
 - (c) such other detailed terms in respect of each of the services required as are or
 may be appropriate for the purpose of the agreement.
6. The licensee shall provide to the supplier such terms as are referred to in paragraph 5 as soon as practicable and (save where the Authority consents to a longer period) in any event not more than 28 days after receipt by the licensee from the relevant gas transporter of any request containing all such information as may reasonably be required for the purpose of formulating the terms of the agreement.
7. The licensee shall as soon as reasonably practicable prepare statements in a form approved by the Authority setting out:
- (a) the basis upon which charges for the provision of services of a type described in paragraph 3 will be made; and
 - (b) information relating to the other terms that will apply to the provision of each service,
- in each case in such form and with such detail as shall be necessary to enable any supplier to make a reasonable estimate of the charges to which he would become liable for the provision of such services and of the other terms, likely to have a material impact on the conduct of his business, upon which the service would be provided and (without prejudice to the foregoing) including the information set out in paragraph 8.
8. The statements referred to in paragraph 7 shall include:
- (a) a schedule of charges for such services; and
 - (b) an explanation of the methods by which and the principles on which such charges will be calculated.

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9. The licensee may periodically review the information set out in and, with the approval of the Authority, alter the form of the statements prepared in accordance with paragraph 7 and shall, at least once in every year that this licence is in force, make any necessary revisions to such statements in order that the information set out in the statements shall continue to be accurate in all material respects.
10. The licensee shall send a copy of the statements prepared in accordance with paragraph 7, and of each revision of such statements in accordance with paragraph 9, to the Authority.
11. The licensee shall give or send a copy of the statements prepared in accordance with paragraph 7, or (as the case may be) of the latest revision of such statements in accordance with paragraph 9, to any supplier following a request from a relevant gas transporter, pursuant to paragraph 2(b) of Standard Special Condition D17 (Provision and Return of Meters) of the DN operator gas transporter licence, who requests a copy of such statement or statements.
12. The licensee may make a charge for any statement given or sent pursuant to paragraph 11 of an amount which shall not exceed the amount specified in directions issued by the Authority for the purposes of this condition based on the Authority's estimate of the licensee's reasonable costs of providing such a statement.
13. The Authority, having regard, in particular, to any representations made to it by the licensee, and other persons may issue a direction relieving the licensee of its obligations under this condition to such extent and subject to such terms and conditions as it may specify in that direction.
14. Subject to any direction given by the Authority, the provisions of standard special conditions B7 and B8 of this licence shall cease to have effect on 31 December 2025.

Special 9.16 Restriction of prices in respect of Tariff Capped Metering Activities**Introduction**

- 9.16.1 The purpose of this condition is to set out the tariff caps on certain metering activities.

Part A: Principal restriction

- 9.16.2 The licensee in setting its charges for each of its Tariff Capped Metering Activities in any Regulatory Year must not exceed the maximum tariff cap M_t^A in respect of that metering activity in that Regulatory Year.

Part B: Maximum tariff caps (M_t^A)

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9.16.3 For the Regulatory Year commencing on 1 April 2021, the maximum tariff caps have the values set out in the following table.

Activity	Description	Maximum tariff caps (M^A) for 2021/22 (£ nominal)
$M^{A=1}$	Annual charge for providing and maintaining the assets that form a Domestic Credit Meter Installation, per meter per annum.	£17.70
$M^{A=2}$	Annual charge for providing and maintaining the assets that form a Prepayment Meter Installation, per meter per annum.	£44.27
$M^{A=3}$	Annual charge for providing a daily meter reading for Daily Metered Supply Meter Points, per supply meter point per annum.	£602.71
$M^{A=4}$	Carrying out work to replace a Domestic Credit Meter with a Prepayment Meter, per job undertaken.	£94.81

9.16.4 For each subsequent Regulatory Year, the maximum tariff caps have the value derived in accordance with the following formula:

$$M_t^A = M_{t-1}^A \times RPI_t$$

Where RPI_t means the arithmetic average of the Retail Prices Index with respect to each of the six months from June to November in Regulatory Year $t-1$ divided by the arithmetic average of the Retail Price Index numbers with respect to the period from June to November in Regulatory Year $t-2$.

Part C: Departure from published statements of charges in respect of Tariff Capped Metering Activities

9.16.5 This paragraph applies where:

- (a) the licensee proposes to depart from its published statement of charges;
- (b) the departure would include increasing the licensee's charges to a supplier to a level which would in any Regulatory Year result in a breach of the license's obligations under paragraph 9.16.2; and
- (c) the departure arises either:
 - i. because of the supplier having wholly or partly disposed of its meters; or

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- ii. because the licensee considers the departure necessary to comply with the duty in paragraph 4 of Standard Special Condition B8 (Provision of Terms).

9.16.6 Where paragraph 9.16.5 applies the licensee must make a written application to the Authority:

- (a) specifying why the change is proposed;
- (b) specifying the metering activities to be provided to the supplier;
- (c) specifying the proposed level of charges broken down between the different kinds of metering activities to be provided to the supplier; and
- (d) including such other information to support its application as the Authority may reasonably specify in writing.

9.16.7 In paragraph 9.16.5 the reference to the statement of charges is a reference to the statement prepared in accordance with Standard Special Condition B8 (Provision of Terms) in respect of the provision of Tariff Capped Metering Activities.

9.16.8 The licensee may, with effect from the date of the application, levy the charges specified in that application in respect of that supplier if:

- (a) the Authority confirms in writing that it consents to such charges with or without amendment and to such extent, and on the basis of such terms and conditions, as the Authority may specify (in which case the licensee must apply the charges with any such amendment and only to such extent, and must comply with those terms and conditions); or
- (b) the Authority has not issued a direction to the licensee requiring the licensee not to exceed the maximum tariff cap during the period of 90 days beginning with the date of receipt of the application.

9.16.9 Subject to any direction given by the Authority, this condition shall cease to have effect on 31 December 2025.

Consultation Future of the Gas Transporter Traditional Metering Obligations post-2025STANDARD SPECIAL CONDITIONS APPLICABLE TO ALL DN LICENSEES:
PART D

Standard Special Condition D17. Provision and Return of Meters

1. Subject to paragraph 2, the licensee shall comply with any reasonable request by a relevant supplier (or a gas supplier who is about to become such a relevant supplier) to provide through a metering equipment manager and install at the premises of a domestic customer a gas meter, other than:

- (a) a gas meter capable of forming part of a smart metering system;
- (b) an advanced domestic meter; or
- (c) a prepayment advanced domestic meter

owned by the licensee and of a type specified by the supplier subject, however, to a meter of that type being reasonably available to the licensee and the supplier agreeing to pay its charges in respect of the meter.

- 1A. For the purposes of paragraph 1, “**metering equipment manager**” means:

- (a) a person approved in accordance with the Retail Energy Code as possessing expertise satisfactorily to provide meter-related services or a class or description of persons so approved (the “**relevant expertise**”); or
- (b) an undertaking approved in accordance with the Retail Energy Code as having staff possessing the relevant expertise and for the purposes of this definition,
 - (i) “**approved in accordance with the Retail Energy Code**” means approved in accordance with it for the purposes of this condition generally and “**staff**” includes officers, servants and agents; and
 - (ii) “**meter-related services**” means the provision, installation, commissioning, inspection, repairing, alteration, repositioning, removal, renewal and maintenance of the whole or part of the Supply Meter Installation as defined in Section M, paragraph 1.2 of the Network Code of Transco plc, as at 12 July 2004, as defined within Amended Standard Condition 9 (Network Code) of Transco plc’s gas transporter licence on that date.

2. Paragraph 1 shall not apply:-

- (a) where:

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- (i) the premises in question are secondary sub-deduct premises; and
 - (ii) the owner or occupier of the premises has not agreed that the licensee may enter the premises for the purpose of removing the meter when the owner or occupier no longer requires the meter or the supply of gas; or
- 1. (b) where the licensee receives a reasonable request from a relevant supplier in accordance with paragraph 1, and the licensee submits that request within 14 days of receiving it to National Grid Gas plc to fulfil.
- 3. Where any gas meter owned by the licensee is disconnected by, or returned to, the licensee it shall promptly make an appropriate record of the details displayed on the register of the meter at the time of disconnection or return and of such other information in its possession as shall subsequently enable the identity of, and the date of disconnection or return of, the meter and the premises from which it was disconnected to be ascertained, and shall keep such a record for a period of not less than 2 years from the date of the disconnection or return, whichever is the later.
- 4. Where the licensee has reasonable cause to believe that any gas meter owned by it and disconnected by, or returned to, it is or may be relevant to -
 - (a) any investigation, proceedings or possible proceedings relating to the alleged theft of gas by any person or to an alleged offence under paragraph 10(1) of Schedule 2B to the Act; or
 - (b) any dispute as to the accuracy of the meter,
 the licensee shall use all reasonable endeavours to keep the meter in safe custody in the standard condition in which it was when disconnected or returned and with the register unaltered -
 - (i) during the period of 6 months beginning with the date on which the meter was disconnected or returned, for as long as the licensee continues to have reasonable cause to believe that the meter is or may be so relevant; and
 - (ii) thereafter, for as long as, to the licensee's knowledge, the meter is so relevant.
- 5. When the licensee receives, in connection with a proposed connection or disconnection of a meter, such a notice as is mentioned in sub-paragraph (1) of paragraph 12 of Schedule 2B to the Act or receives information in pursuance of sub-paragraph (3) of that paragraph, it shall promptly give the relevant shipper a

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copy thereof and furnish it with any further information relating to the meter which is requested by the relevant shipper and which the licensee either has or may readily obtain.

6. Where the record kept by the licensee under paragraph 8 of Standard Special Condition A50 (System Development Obligations) shows that a relevant supplier has supplied gas to particular premises for less than 2 years and that the supplier has not, since it began to supply gas to those premises, secured an inspection of the meter for the purposes of standard condition 12 (Matters relating to Gas Meters) of the standard conditions of the Gas Supply licence as incorporated in its licence, the licensee shall give to the relevant shipper, for transmission to the supplier (except where the recipient of the notice is itself the supplier), not less than 4 months' notice of the date by which the next such inspection should be carried out, being a date falling not more than 2 years after the date shown in the licensee's record as the date of the last such inspection or, if later, 5 months after the licensee is informed that the supplier has begun to supply gas to the premises.
7. Subject to any direction given by the Authority, this condition shall cease to have effect on 31 December 2025.

Standard Special Condition D18. Provision of Metering and Meter Reading Services

1. Before attending to any request from a supplier:
 - (a) pursuant to paragraph 1 of Standard Special Condition D17 (Provision and Return of Meters);
 - (b) in relation to the provision of metering services other than those provided pursuant to sub-paragraph (a) above; or
 - (c) in relation to the provision of meter reading services;
 the licensee shall provide to that supplier the terms provided for in paragraph 2.
- 1A. Where and to the extent that the licensee is required to provide services under sub-paragraph (a) of paragraph 1 above, it shall be the duty of the licensee to provide the services mentioned in that sub-paragraph on reasonable terms.
2. The terms referred to in paragraph 1 are the licensee's terms regarding;

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- (a) the date by which the services required shall be provided (time being of the essence unless otherwise agreed between the parties);
 - (b) the charges to be paid in respect of the services required, such charges (save to the extent set out in any direction under paragraph 10 or unless manifestly inappropriate):
 - (i) to be presented in such a way as to be referable to the statements prepared in accordance with paragraph 5 of this condition, or any revision thereof; and
 - (ii) to be set in conformity with the requirements of paragraphs 4 to 7 of this condition; and
 - (c) such other detailed terms in respect of each of the services required as are or may be appropriate for the purpose of the agreement.
- 2. The licensee shall provide to the supplier such terms as are referred to in paragraph 2 above as soon as practicable and (save where the Authority consents to a longer period) in any event not more than 28 days after receipt by the licensee from any person of any application containing all such information as may reasonably be required for the purpose of formulating the terms of the agreement.
- 3. Except in so far as the Authority accepts otherwise, the licensee shall enter into agreements with suppliers for the provision of:
 - (a) gas meters pursuant to Standard Special Condition D17 (Provision and Return of Meters);
 - (a) metering services other than the provision of gas meters pursuant to sub-paragraph (a) above; or
 - (b) meter reading services,
 without variation to any terms provided in relation to a particular request from a supplier pursuant to paragraph 2.
- 5. The licensee shall as soon as reasonably practicable prepare statements in a form approved by the Authority setting out:
 - (a) the basis upon which charges for the provision of services of a type described in paragraph 1 will be made; and
 - (b) information relating to the other terms that will apply to the provision of each service,
 in each case in such form and with such detail as shall be necessary to enable any supplier to make a reasonable estimate of the charges to which he would

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become liable for the provision of such services and of the other terms, likely to have a material impact on the conduct of his business, upon which the service would be provided and (without prejudice to the foregoing) including the information set out in paragraph 6.

6. The statements referred to in paragraph 5 shall include:
 - (a) a schedule of charges for such services; and
 - (b) an explanation of the methods by which and the principles on which such charges will be calculated.
7. The licensee may periodically review the information set out in and, with the approval of the Authority, alter the form of the statements prepared in accordance with paragraph 5 and shall, at least once in every year that this licence is in force, make any necessary revisions to such statements in order that the information set out in the statements shall continue to be accurate in all material respects.
8. The licensee shall send a copy of the statements in accordance with paragraph 5, and of each revision of such statements in accordance with paragraph 7, to the Authority.
9. The licensee shall give or send a copy of the statements prepared in accordance with paragraph 5, or (as the case may be) of the latest revision of such statements in accordance with paragraph 7, to any supplier who requests a copy of such statement or statements.
10. The licensee may make a charge for any statement given or sent pursuant to paragraph 9 of an amount which shall not exceed the amount specified in directions issued by the Authority for the purposes of this condition based on the Authority's estimate of the licensee's reasonable costs of providing such a statement.
11. The Authority, having regard, in particular, to any representations made to it by the licensee and other persons may issue a direction relieving the licensee of its obligations under paragraphs 1(b), 1(c), 1A, 3 and 5 to such extent and subject to such terms and conditions as it may specify in that direction.

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12. Subject to any direction given by the Authority, this condition shall cease to have effect on 31 December 2025.

Special Condition 9.10 Restriction of prices in respect of Tariff Capped Metering Activities

Introduction

9.10.1 The purpose of this condition is to set out the tariff caps on certain metering activities.

Part A Principal restriction

9.10.2 The licensee in setting its charges for each of its Tariff Capped Metering Activities in any Regulatory Year must not exceed the maximum tariff cap M_t^A in respect of that metering activity in that Regulatory Year.

Part B Maximum tariff caps (M_t^A)

9.10.3 For the Regulatory Year commencing on 1 April 2021, the maximum tariff caps have the values set out in the following table.

Activity	Description	Maximum tariff caps (M^A) for 2021/22 (£ nominal)
$M^{A=1}$	Annual charge for providing and maintaining the assets that form a Domestic Credit Meter Installation, per meter per annum.	£17.70
$M^{A=2}$	Annual charge for providing and maintaining the assets that form a Prepayment Meter Installation, per meter per annum.	£44.27
$M^{A=3}$	Annual charge for providing a daily meter reading for Daily Metered Supply Meter Points, per supply meter point per annum.	£602.71
$M^{A=4}$	Carrying out work to replace a Domestic Credit Meter with a Prepayment Meter, per job undertaken.	£94.81

9.10.4 For each subsequent Regulatory Year, the maximum tariff caps have the value derived in accordance with the following formula:

$$M_t^A = M_{t-1}^A \times RPI_t$$

where

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RPI_t means the arithmetic average of the Retail Prices Index with respect to each of the six months from June to November in Regulatory Year t-1 divided by the arithmetic average of the Retail Price Index numbers with respect to the period from June to November in Regulatory Year t-2.

Departure from published statements of charges in respect of Tariff Capped Metering Activities

9.10.5 This paragraph applies where:

- (a) the licensee proposes to depart from its published statement of charges;
- (b) the departure would include increasing the licensee's charges to a supplier to a level which would in any Regulatory Year result in a breach of the licensee's obligations under paragraph 9.10.2; and
- (c) the departure arises either:
 - i. because of the supplier having wholly or partly disposed of its meters; or
 - ii. because the licensee considers the departure necessary to comply with the duty in paragraph 1A of Standard Special Condition D18 (Provision of Metering and Meter Reading Services).

9.10.6 Where paragraph 9.10.4 applies the licensee must make a written application to the Authority:

- (a) specifying why the change is proposed;
- (b) specifying the metering activities to be provided to that supplier;
- (c) specifying the proposed level of charges broken down between the different types of metering activities to be provided to that supplier; and
- (d) including such other information to support its application as the Authority may reasonably specify in writing.

9.10.7 In paragraph 9.16.5 the reference to the statement of charges is a reference to the statement prepared in accordance with Standard Special Condition D18 (Provision of Metering and Meter Reading Services) in respect of the provision of Tariff Capped Metering Activities.

9.10.8 The licensee may, with effect from the date of the application, levy the charges specified in that application in respect of that supplier if:

- (a) the Authority confirms in writing that it consents to such charges with or without amendment and to such extent, and on the basis of such terms and conditions, as the Authority may specify (in which case the licensee must apply the charges with any such amendment and only to such extent, and must comply with those terms and conditions); or
- (b) the Authority has not issued a direction to the licensee requiring the licensee not to exceed the maximum tariff cap within the period of 90 days beginning with the date of receipt of the application.

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9.10.9 Subject to any direction given by the Authority, this condition will cease to have effect on 31 December 2025.

Appendix 2. Licence Conditions relevant to National Gas

STANDARD SPECIAL CONDITIONS APPLICABLE TO ALL NTS LICENSEES:

PART B

Standard Special Condition B6. Application of Standard Special Conditions B7, B8, B9, B10, B11 and B12

- 1 Subject to the operation of this condition, Standard Special Conditions B7 (Provision of Meters), B8 (Provision of Terms), B9 (Non-discrimination in the provision of Metering Activities), B10 (Provision of services for specific domestic customer groups), B11 (Arrangements for access to premises) and B12 (Reporting on performance) (in whole or in part) shall not be in effect in this licence.

- 2 If the Authority consents, pursuant to section 8AA of the Act, to the transfer of the gas transporter licence as held (as at 1 April 2016) by National Grid Gas plc (the company registered in England and Wales under company number 02006000) in respect of its distribution networks, the Authority may issue a direction to the licensee specifying that Standard Special Conditions B7, B8, B9, B10, B11 and B12 shall be in effect within this licence from the date of such consent.

Standard Special Condition B9. Non-discrimination in the Provision of Metering Activities

1. Subject to Standard Special Condition B6 (Application of Standard Special Conditions B7, B8, B9, B10, B11 and B12), this condition shall not be in effect in this licence.

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2. The licensee shall avoid undue discrimination and undue preference between any persons or class or classes of persons in the provision of metering activities.
3. Without prejudice to paragraph 2 and subject to paragraph 5 of this condition, the licensee shall not make charges for the provision of metering activities to any supplier or class or classes of supplier which differ in respect of any item separately identified in the statements referred to in paragraph 7 of Standard Special Condition B8 (Provision of Terms) from those for the provision of metering activities to any other gas supplier or class or classes of supplier except insofar as such differences reasonably reflect differences in the costs associated with such provision.
4. Notwithstanding paragraph 3 of this condition, the licensee shall not make any charges in respect of metering activities in respect of any item of charge separately identified in the statements referred to in paragraph 7 of Standard Special Condition B8 (Provision of Terms) on any supplier whose contract does not provide for him to receive the activity to which such item of charge refers.
5. The licensee shall not in setting charges in respect of metering activities restrict, distort or prevent competition in the supply or conveyance of gas.

Standard Special Condition B10. Provision of services for specific domestic customer groups

1. Subject to Standard Special Condition B6 (Application of Standard Special Conditions B7, B8, B9, B10, B11 and B12), this condition shall not be in effect in this licence.

Arrangements in respect of meters

2. Where a relevant supplier or a gas supplier who is about to become such a supplier has –

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- (a) pursuant to paragraph 1(d) of standard condition 26 (Services for specific Domestic Customer groups) of its supply licence transmitted to the licensee a request for the repositioning of a meter owned by the licensee; and
- (b) undertaken to pay the licensee's reasonable expenses in complying with the request,

then, so far as it is reasonably practicable and appropriate for it to do so, the licensee must comply with the request.

Services for vulnerable domestic customers

- 3. If a domestic customer who is of pensionable age, disabled, or chronically sick asks it to do so, the licensee must, free of charge, agree a password with that customer that can be used by any representative of the licensee to enable the customer to identify that person for the purpose of carrying out necessary work for which the password was agreed.
- 4. The licensee must provide facilities, free of charge to domestic customers, which enables any domestic customer who is:
 - (a) blind or partially sighted; or
 - (b) deaf or hearing-impaired and in possession of appropriate equipment,
 to ask or complain about any service provided by the licensee.

Provision of information

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5. The licensee must prepare a statement, in plain and intelligible language, that sets out and explains its arrangements for complying with its obligations under this condition.
6. In relation to the statement prepared under paragraph 5, the licensee must:
 - (a) publish the statement on and make it readily accessible from its website;
 - (b) at least once each year, take all reasonable steps to inform domestic customers whose premises are connected to the pipe-line system, of the existence of the statement and how to obtain it;
 - (c) when asked to do so, provide to a domestic customer whose premises are connected to the pipe-line system and who is blind, partially sighted, deaf, or hearing-impaired, the statement in a manner or a format that is suitable for that customer's special communication needs;
 - (d) when asked to do so, provide to a domestic customer whose premises are connected to the pipe-line system and whose first language is not English, such assistance or advice as will enable that customer to understand the contents of the statement; and
 - (e) give a copy of the statement on request and free of charge to any person.
7. The statement prepared under paragraph 5 may, at the licensee's choice, be published as a single document that may also include the statements referred to in Standard Special Condition B11 (Arrangements for access to premises)

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8. For the purposes of this condition:

“pensionable age” has the meaning given in section 48(2B) of the Act.

Standard Special Condition B11. Arrangements for access to premises

1. Subject to Standard Special Condition B6 (Application of Standard Special Conditions B7, B8, B9, B10, B11 and B12), this condition shall not be in effect in this licence.
2. The licensee must take all reasonable steps to ensure that each representative of the licensee who visits a customer’s premises on its behalf:
 - (a) possesses the skills necessary to perform the required function;
 - (b) can be readily identified as a representative of the licensee by a member of the public;
 - (c) uses any password that the licensee has agreed with the customer in accordance with paragraph 3 of Standard Special Condition B10 (Provision of services for specific domestic customer groups);
 - (d) is a fit and proper person to visit and enter the customer’s premises; and
 - (e) is able to inform the customer, on request, of the gas emergency helpline number.

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3. The licensee must take all reasonable steps, where a representative exercises the powers of entry conferred by Schedule 2B (the Gas Code) to the Act, to avoid undue disturbance to owners or occupiers of premises as a result of visits being made to their premises by its representatives and the representatives of other licence holders exercising powers of entry for like purposes.
4. The licensee must prepare a statement that sets out, in plain and intelligible language, its arrangements for complying with its obligations under paragraph 2.
5. In relation to the statement prepared under paragraph 4 the licensee must:
 - (a) publish that statement on and make it readily accessible from its website;
 - (b) at least once each year, take all reasonable steps to inform customers whose premises are connected to the pipe-line system of the existence of the statement and how to obtain it;
 - (c) when asked to do so, provide to a customer whose premises are connected to the pipe-line system and, who is blind, partially sighted, deaf, or hearing-impaired, the statement in a manner or a format that is suitable for that customer's special communication needs;
 - (d) when asked to do so, provide to a customer, whose premises are connected to the pipe-line system and whose first language is not English, such assistance or advice as will enable that person to understand the contents of the statement; and

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- (e) give a copy of the statement on request and free of charge to any person.
-
- 6. The statement prepared under paragraph 4 may, at the licensee's choice, be prepared and published as a single document that may also include the statements referred to in Standard Special Condition B10 (Provision of services for specific domestic customer groups)

 - 7. In paragraph 3, the reference to visiting premises includes a reference to entry under the authority of a warrant obtained under the Rights of Entry (Gas and Electricity Boards) Act 1954.

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Standard Special Condition B12. Reporting on Performance

1. Subject to Standard Special Condition B6 (Application of Standard Special Conditions B7, B8, B9, B10, B11 and B12), this condition shall not be in effect in this licence.
2. The licensee must provide the Authority and Citizens Advice and Consumer Scotland with information specified by the Authority relating to matters that it reasonably considers are relevant to the licensee's customers in relation to Standard Special Condition B10 (Provision of services for specific domestic customer groups), Standard Special Condition B11 (Arrangements for access to premises)
3. The information provided by the licensee under paragraph 2 must be in the form of a statistical record having such content and being presented in such a format and at such intervals of time as the Authority may from time to time direct.
4. Prior to issuing a direction under paragraph 3 the Authority must:
 - (a) consult with the licensee and Citizens Advice and Consumer Scotland;
and
 - (b) consider any representations received as part of the consultation, including any about the materiality of costs that are likely to be incurred by the licensee in obtaining the information to be specified in the direction.
5. The obligations of this condition shall apply in respect of the obligation under paragraph 3 of Standard Special Condition B7 (Provision of meters), to the extent that this condition is in effect.

Appendix 3. Privacy policy

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

Information: Include here all organisations outside Ofgem who will be given all or some of the data. There is no need to include organisations that will only receive anonymised data. If different organisations see different set of data then make this clear. Be as specific as possible.

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 (be as clear as possible but allow room for changes to programmes or policy. It is acceptable to give a relative time e.g. ‘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

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- 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](#)”.