

## Appendix 1\_Consumer Outcomes\_Q12/13

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SLC	Comments
Condition 0. Treating Domestic Customers Fairly	Not prescriptive but question whether both SoC and Outcomes are required.
Condition 0A. Treating Non-Domestic Customers Fairly	Not prescriptive but question whether both SoC and Outcomes are required. Should SoC for non-domestic be widened beyond designated activities?
Condition 1. Definitions for standard conditions	Maintain definitions required which remain following Consumer Outcomes modified regulatory framework.
Condition 2. Interpretation of standard conditions	Maintain interpretations required which remain following Consumer Outcomes modified regulatory framework.
Condition 3. Application of Section B of standard conditions	Prescription needed
Condition 4A. Operational capability	Not Prescriptive - e.g. systems in place to efficiently and effectively serve each of its customers
Condition 4B. Financial responsibility principle	Prescription needed although some of this is covered in Resilience Outcomes
Condition 4C. Ongoing fit and proper requirement	Prescription needed although some of this is covered in Resilience Outcomes. It could be moved to become a measure of the Outcome.
Condition 4D. Protecting Domestic Customer Credit Balances	Prescription needed
Condition 5. Provision of Information to Authority and data retention	Prescription needed
Condition 5A. Principle to be open and cooperative	Prescription needed
Condition 5B. Independent Audits	Prescription needed
Condition 6. Classification of premises	Only required if Outcomes do not extend to non-domestic suppliers
Condition 7. Terms of Contracts and Deemed Contracts	Prescription needed although some of this is covered in Quality & Standards Outcomes
Condition 7A. Supply to Micro Business Consumers	Some parts of this SLC may be deemed necessary, whilst others could be incorporated into the Outcome.
Condition 7C. Restriction on supplying Green Deal Premises	Prescription seems necessary to protect a Green Deal consumer being supplied by a non-green deal Supplier

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Condition 7D. Supply to Certain Micro Business Consumers – additional requirements	Could be incorporated into Quality & Standards and Low Cost Transition Outcomes
Condition 8. Obligations under Last Resort Supply Direction	Some parts of this SLC may be deemed necessary, whilst others could be incorporated into the Resilience Outcome
Condition 9. Claims for Last Resort Supply Payment	Prescription needed for the process. Parts can be incorporated into the Resilience outcome
Condition 10. Restriction or revocation of licence	Prescription needed
Condition 11. Compliance with codes Industry Codes	Potentially prescription will sit in code requirements
Condition 11A. Security Arrangements	Prescription necessary. Directing Suppliers to follow Fuel Security Code
Condition 11B. Retail Energy Code	Prescription could be removed with the potential to merge SLCs 11 and 11B. 11B details procedures and requirements for change, the requirement for a REC Panel to be in place etc. Almost a terms of reference for REC as a code body - this level of prescription doesn't exist for other codes so question why it exists here
Condition 12. Matters relating to Electricity Meters	Less prescription needed. Potential for changes as conditions are no longer relevant (i.e. 12.17 superseded by 12.21 and 12.27).
Condition 12.A. Matters relating to Theft of Electricity	Prescription needed - however full review needed as potential overlap with code requirements
Condition 13. Arrangements for site access	Prescription needed
Condition 14. Customer transfer blocking General prohibition	Prescription needed to ensure consistent approach for objections and DAP. Believe removing prescription will likely result in consumer detriment
Condition 14A. Customer transfer	Potential to remove some high-level obligation aspects in lieu of consumer outcomes (i.e. obligation to improve switching systems, obligation to cooperate, obligation to prevent Erroneous Transfers (covered by existing GSOPs as a minimum standard)
Condition 15. Assistance for areas with high distribution costs scheme, Energy Administration Orders, ESC Administration Orders and SMCL Administration Orders: payments to the ISOP	Prescription needed

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Condition 19A. Financial information reporting	Prescription needed
Condition 19AA. Notification requirements regarding significant commercial/personnel developments	Prescription needed however, need to note the recent fit and proper consultation submitted in Q4, changes may occur and this condition may need to be reviewed again
Condition 19B. Prohibition of cross-subsidies	Prescription needed
Condition 19C. Customer supply continuity plans	Prescription needed
Condition 19D. Trade Sales	Prescription needed
Condition 20. Enquiry service, Supply Number, advice information and dispute settlement – for Non-Domestic Customers	Less prescription. Potential to remove some elements
Condition 21. Fuel mix disclosure arrangements	Prescription needed
Condition 21A. Provision of the annual statement of supply to Participants of the Carbon Reduction Commitment (CRC) Energy Efficiency Scheme	Prescription needed
Condition 21B. Billing based on meter readings	Less prescription. Potential to remove in lieu of the consumer outcome. May drive better performance by suppliers rather than setting a de facto minimum performance in the licence (minimum of 2 bills).
Condition 21BA. Back billing	Prescription and more guidance needed
Condition 21C. Declaration of a Licensee's FIT status	Prescription needed
Condition 21D. Tariffs with Environmental Claims	Prescription needed
Condition 22. Duty to offer and supply under Domestic Supply Contract	Prescription needed although some of this is covered in Quality & Standards Outcomes
Condition 22A. Unit Rate, Standing Charge and Tariff Name requirements	Prescription is needed to retain the terms of deemed contracts. However parts could be incorporated into Quality & Standards outcome. 22A.3A - is this still an SLC that is needed?
Condition 22B. Requirements to make all tariffs available to new and existing customers	Potential for less prescription. This could be covered by the outcomes if the objective of the SLC is met by the Outcomes
Condition 22C. Fixed Term Supply Contracts	Prescription needed although some of this is covered in Fair Prices Outcomes

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Condition 22D. Dead Tariffs	Less prescription
Condition 22E. Unmetered Supply Arrangements	Less prescription in lieu of consumer outcomes and standards of conduct
Condition 22G. Requirements for Restricted Meters	Potential for less prescription. This could be covered by the outcomes if the objective of the SLC is met by the Outcomes
Condition 23. Notification of Domestic Supply Contract terms	Prescription needed although some of this is covered in Transparent & Enables Choice and Quality & Standards Outcomes
Condition 23A. Mutual variations	Prescription needed
Condition 24. Termination of Domestic Supply Contracts	Prescription needed
Condition 24A. Market Stabilisation Charge	Prescription needed
Condition 25. Informed choices – Tariff comparability and marketing	Potential for less prescription. This could be covered by the outcomes if the objective of the SLC is met by the Outcomes
Condition 25B. Interoperability of Advanced Domestic Meters	Less prescription required. This is potentially outdated due to Smart Technology advancements (SMETS2)
Condition 25D. Power to direct payment of rebates to Domestic Customers	Remove (no longer relevant)
Condition 25E. Power to direct Energy Bill Support Scheme Payments to Domestic Customers	Remove (no longer relevant)
Condition 26. Priority Services Register	Potential for less prescription although some of this is covered in CIVS outcome
Condition 27. Payments, Security Deposits, Disconnections, Direct Debits, and Final Bills	Prescription needed although some of this is covered in Debt Outcomes
Condition 27A. Self-disconnection	Prescription needed although some of this is covered in Debt Outcomes
Condition 28. Prepayment Meters	Prescription needed although some of this is covered in Debt Outcomes
Condition 28A. Prepayment Charge Restriction	Prescription needed although some of this is covered in Debt Outcomes
Condition 28AA. Regulation of charges for certain Domestic Customers	Prescription needed
Condition 28AD. Regulation of charges for Domestic Customers supplied under certain Domestic Supply Contracts	Prescription needed

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Condition 28C. Milestone assessments	Prescription needed
Condition 30. Ringfencing the Renewables Obligation	Prescription needed
Condition 31E. Overarching requirements	Prescription needed
Condition 31F. Encouraging and enabling engagement	Potential for less prescription. This could be covered by the outcomes if the objective of the SLC is met by the Outcomes
Condition 31G. Assistance and advice information	Potential for less prescription. This could be covered by the outcomes if the objective of the SLC is met by the Outcomes
Condition 31H. Relevant Billing Information, Bills and statements of account	Prescription needed however some elements could be reviewed to ensure current relevance (e.g. annual projection based on a quarterly price cap)
Condition 31I. Contract changes information (notifications of price increases, disadvantageous unilateral variations and end of fixed term contracts)	Prescription needed, however, some elements to be reviewed to ensure current relevance i.e cheapest tariff (should different meter set ups be considered with Smart?)
Condition 32. Reporting on performance	Prescription needed
Condition 32A. Power to direct suppliers to test consumer engagement measures	Less prescription. Potential to include within the outcomes
Condition 33. Feed-in Tariffs	Prescription needed
Condition 34: Implementation of Feed-in Tariffs	Prescription needed
Condition 35: Central Charge Database	Prescription needed - linked to revision of SLC 36, 37 for green deals
Condition 36: Green Deal obligations	Prescription needed - a lot of prescription could be revised
Condition 37: Green Deal information requirements	Prescription needed - a lot of prescription could be revised
Condition 38: Green Deal Arrangements Agreement	Prescription needed - essentially terms of reference for Green Deal Arrangement Agreement
Condition 38A. Offtaker of Last Resort	Prescription - process for that should be consistent for all participants
Condition 39: Smart Metering System – Roll-out, Installation and Maintenance	Potential for less prescription
Condition 39A: Qualifying Metering Systems – Post-2020 Roll-out and Installation	Potential for less prescription

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Condition 40: Provision of an In-Home Display	Less prescription required - believe these can be more outcome focus alongside incoming GSOP requirements for IHDs
Condition 41: Smart Metering Installation and Installation Code of Practice – Domestic Customers	Less prescription. Outcome focus to ensure the customer receives all relevant info etc
Condition 42: Smart Metering Installation and Installation Code of Practice – Micro Business Consumers	Less prescription. Outcome focus to ensure the customer receives all relevant info etc
Condition 43: Roll-out Reporting and Provision of Information to the Secretary of State	Potential for less prescription
Condition 44: Roll-out Reporting, Setting and Achieving Annual Milestones, and Provision of Information to the Authority	Potential for less prescription
Condition 44A: Roll-out and Installation of smart meters – Licensees reporting and publication requirements to the Authority	Potential for less prescription
Condition 45: Smart Metering Consumer Engagement	Potential for less prescription
Condition 46: Security Controls in Relation to Smart Metering Systems	Potential for less prescription although subject to the outcomes meeting the SLC objective
Condition 46A: Security Controls in Relation to Smart Metering Systems Enrolled with the DCC	Prescription needed
Condition 47: Smart Metering – Matters Relating To Obtaining and Using Consumption Data	Potential for Less prescription
Condition 48: The Smart Energy Code	Prescription needed
Condition 49: Smart Metering Systems and In-Home Displays – Operational Requirements	Potential for less prescription
Condition 50 Smart Metering - Continuation of Arrangements on Change of Supplier	Prescription needed

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Condition 51. Smart Metering – Customer Access to Consumption Data	Potential for less prescription - may fall into consumer outcomes
Condition 52: Smart Metering Systems – Requirements for Specified Optional Equipment Requirements on Installation	Prescription needed
Condition 54. Enrolment of Smart Metering Systems	Prescription needed
Condition 55. Smart Metering – The Alt HAN Arrangements	Prescription needed
Condition 56: Database to facilitate customer engagement	Remove (no longer relevant)
Condition 57: Smart Export Guarantee	Less Prescription or no prescription needed. Can focus on outcome that Suppliers offer export terms
Condition 58: Implementation of Smart Export Guarantee	Less Prescription or no prescription needed
Condition 59: Directions relating to schemes to provide payments to alternative fuel users	Prescription needed
Condition 60: Elexon ownership	Prescription needed