

# Statutory Consultation

## Supply licence simplification

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Contact: Graeme Kelly

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Team: Future Retail Markets

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Email: [FutureConsumers@ofgem.gov.uk](mailto:FutureConsumers@ofgem.gov.uk)

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We are issuing a statutory consultation on a range of potential housekeeping changes to the supply licence to keep it up to date, more streamlined and easier to engage with. We encourage stakeholders to provide feedback on our proposed changes to the licence.

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## Contents

|  |           |
|--|-----------|
| <b>1. Introduction</b>                                   | <b>3</b>  |
| Context  | 3         |
| Purpose of this consultation                             | 3         |
| Consultation stages                                      | 3         |
| How to respond   | 4         |
| Your response, data, and confidentiality                 | 4         |
| How to track the progress of a consultation              | 4         |
| <b>2. Formatting and layout</b>                          | <b>5</b>  |
| General formatting                                       | 5         |
| Not used Licence Conditions                              | 6         |
| <b>3. Licence conditions with an end date</b>            | <b>7</b>  |
| Licence conditions under consideration                   | 7         |
| <b>4. Licence conditions that are no longer relevant</b> | <b>10</b> |
| Licence conditions under consideration                   | 10        |
| <b>5. Definitions</b>                                    | <b>13</b> |
| Definitions to move                                      | 13        |
| <b>Privacy policy and consultation feedback</b>          | <b>17</b> |
| Personal data  | 17        |
| Send us your feedback                                    | 18        |

## 1. Introduction

### Context

- 1.1 We want all energy consumers to have good outcomes. To support this, we are moving towards a simpler, more outcomes-focused approach to regulation. This means focusing less on detailed rules, and more on making sure suppliers deliver the right results for consumers.
- 1.2 As a first step, we are simplifying the Standard Licence Conditions (SLCs) for electricity and gas suppliers. These documents have grown to over a combined 1000 pages.

### Purpose of this consultation

- 1.3 This consultation sets out our initial proposals to make the supply licence shorter, clearer, and easier to navigate. We consider the supply licence should be as streamlined as possible ahead of introducing broader consumer outcomes in specific areas.
- 1.4 This work is about improving how the rules are set out and organised, including removing outdated rules, rather than changing what they mean. We therefore consider it reasonable to progress these changes now, ahead of wider reforms and to progress straight to statutory consultation. Specifically, we propose to:
  - Improve the formatting and layout of the licence.
  - Remove outdated licence rules that have expired or are no longer relevant.
  - Improve how definitions are set out within the licence.
- 1.5 We have already discussed these ideas with industry and there is broad support for making the documents simpler. We recognise there may be further improvements to make in future. We welcome all feedback on our proposals.
- 1.6 This document outlines the scope and purpose of our proposed changes to the licence, and how you can get involved.

### Consultation stages

**Stage 1** Consultation open: 23 June 2026

**Stage 2** Consultation closes (awaiting decision) - Deadline for responses: 22 July 2026

**Stage 3** Responses reviewed and published

**Stage 4** Consultation outcome – Decision published by the end of 2026.

## **How to respond**

- 1.7 We want to hear from anyone interested in this consultation. We invite stakeholders to respond to our questions by 22 July 2026 to [FutureConsumers@ofgem.gov.uk](mailto:FutureConsumers@ofgem.gov.uk). We will publish non-confidential responses on our website.

## **Your response, data, and confidentiality**

- 1.8 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.
- 1.9 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.
- 1.10 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 in the Appendix.
- 1.11 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. Formatting and layout

This section outlines some of the current issues with the formatting of the Supply Licence Conditions and our approach to these issues.

### General formatting

- 2.1 We have assessed the overall layout and format of the SLCs. The length of the licence is partly driven by formatting choices, rather than content, and we think there are opportunities to make the documents easier to engage with. For example, there are large page breaks with little text throughout, as well as blank pages. In addition, each regulation starts on a new page, meaning there are pages that have one or two lines and the rest is blank.
- 2.2 We consider that removing blank pages/part pages and page breaks would reduce the length of the licence and make it easier to navigate, without changing the substance of the rules.
- 2.3 We also recognise the version of the document (PDF) can be difficult to navigate. Therefore, we have recently moved the electricity and gas SLCs from a pdf document on the [Ofgem Public Register](#) to an online html version. This will make the document easier to navigate by removing large gaps and page breaks. Users can still convert the SLCs to PDF, if this is their preferred way of using the documents.
- 2.4 Stakeholders have also raised concerns that documents linked to the SLCs (e.g. formal guidance) can be hard to find. As part of our broader Consumer Outcomes work to ensure that stakeholders clearly understand our rules, we are proposing to improve our approach to issuing guidance (e.g. to make relevant documents easier to find). We consider that an HTML format is an important part of the solution to more clearly signpost and connect these materials, as we can link these documents within the HTML version of the SLCs, making it easier for users to find them.
- 2.5 As the change from PDF to HTML relates only to presentation and does not alter the content or meaning of the licence conditions, we have already progressed this and are not seeking specific feedback on this aspect within this consultation. However, we remain open to wider views on how accessibility and usability could be improved over time.
- 2.6 Through the review process, we have proposed amendments to minor issues such as spelling mistakes/typos. We also identified a small number of pre-existing numbering/letter sequencing issues, which we have not amended as amending lettering or numbering may have wider impacts. We welcome any views on this.

## Not used Licence Conditions

2.7 There are Licence Conditions that are not used in both the electricity and gas SLCs. These SLCs have no title, context or associated drafting included within them, they are completely blank. These are listed in Table 1 below.

**Table 1**

| <b>Elec SLC</b>                                 | <b>Gas SLC</b>                                  |
|---|---|
| 4. Not used                                     | 4. Licensee’s payments to Authority - Not used. |
| 7B. (Not Used – refer to standard condition 0A) | 7B. (Not Used – refer to standard condition 0A) |
| 16-19 (Not used)                                | 15 – Not used                                   |
| 22F. Not Used                                   | 21 – Not used                                   |
| 25A. (Not used.)                                | 22CA & 22CB – Not used                          |
| 25C. (Not Used - refer to standard condition 0) | 25A – Not used                                  |
| 28B. Not used                                   | 25C. Not Used – refer to standard condition 0   |
| 29. (Not used)                                  | 28B. Not used                                   |
| 31-31D – Not Used                               | 30. (Not used)                                  |
| 53: Not Used                                    | 31-31D – Not used                               |
|   | 47 – Not used                                   |

2.8 We have assessed various approaches to addressing these conditions. In our view the numbering of each condition should be kept, to clearly show they are not currently used. It may be confusing to users if we fully remove these SLC numbers and there is no mention of the conditions at all. For example, if all references to SLC 22F were removed, the conditions would run from A to G with no indication that F is not in use. This could be unclear to users unfamiliar with the structure.

2.9 However, we note that how these SLC are referenced with regards to not being used, varies. Some have brackets, some have hyphens, others refer to a different SLC entirely. We consider these should be amended to one consistent term for all; therefore, we are minded to amend these SLCs to “Not in use”. We also propose to make minor amendments to SLC titles as well.

Question 1: Do you agree with amending the wording of unused SLCs to one consistent term “Not in use” and other proposed minor drafting amendments to SLC titles?

### 3. Licence conditions with an end date

This section outlines Licence Conditions we consider are out of date and can be removed as the specified end date has not been extended.

- 3.1 Some Licence Conditions have been inserted into the SLCs with clauses whereby they either cease to apply, or have effect from, a specific date. Some of these dates are historic. We consider any out-of-date Licence Conditions should be removed.
- 3.2 Some Licence Conditions include the option to be extended through direction or in writing. We have assessed these conditions to identify whether these licence conditions have been extended, and whether they could still be relevant in future. We only consider removal appropriate where the condition has formally ended, and the licence condition will not be relevant in the future. We consider this should also make it clearer to users of the conditions, which SLCs are still in effect, and which are not.
- 3.3 We identify the relevant Licence Conditions below. In line with section two, we are minded to keep the numbering of these SLCs, and list them as “Not in use”.

#### Licence conditions under consideration

##### **SLC 25D: Power to direct payment of rebates to Domestic Customers (electricity supply licence only)**

- 3.4 This enabled the delivery of the [Government Electricity Rebate](#). The condition required licensees to comply with a direction issued by the Secretary of State (SOS), directing energy suppliers to pay a £12 rebate to each of their eligible domestic electricity customers in the autumn of 2014 and 2015. It also required licensees to provide the Authority or Secretary of State with information relevant to compliance with the direction.
- 3.5 SLC 25D.5 outlines that the condition will cease to have effect from, and including the date, five years after the condition becomes effective. In our [decision](#) to introduce SLC 25D, we specify the licence would come into effect from 3 October 2014. This condition therefore ceased to apply from 3 October 2019. The Licence Condition did not include an option to extend it. Energy suppliers have proposed that SLC 25D is removed from the licence.

##### **SLC 28A: Prepayment Charge restriction (electricity and gas supply licence)**

- 3.6 This limited what prepayment customers can be charged. The condition was introduced as part of a broader [investigation order](#) by the Competition and

## **Statutory Consultation Supply licence simplification**

Markets Authority (CMA). The CMA required energy suppliers to ensure that the aggregate amounts of all charges for gas and electricity to retail prepayment customers did not exceed the relevant maximum charges calculated in accordance with the 2016 Order, for each charge restriction period.

- 3.7 SLC 28A.16 highlights that this condition came into force on 1 January 2017 and ceased to apply on 30 June 2021. There is no inclusion of the option to extend this end date within this condition, therefore we consider this condition ceased to apply from 30 June 2021. In addition, SLC 28A has been superseded by SLC 28AD which sets charging restrictions for prepayment customers through Ofgem's price cap.
- 3.8 During the review process of SLC 28A we noted incorrect references to SLC28A within SLC28AD. We have proposed minor amendments to reflect the correct references within SLC28AD.

### **SLC 28AA: Regulation of charges for certain Domestic Customers (electricity and gas supply licence)**

- 3.9 Similarly, SLC 28AA capped the prices of certain tariffs ensuring the sum of all charges of supply does not exceed the relevant charge within each restriction charge period. This [licence condition](#) came into effect on 2 February 2018.
- 3.10 SLC 28AA.17 outlines that this condition ceased to have effect at 23:59 on 31 December 2019, unless the Authority specifies an earlier date. This additional clause states the cease date could be changed, but importantly, only brought forward, not extended. Therefore, we consider this condition ceased to apply from 1 January 2020. Similarly to SLC 28A, SLC 28AD supersedes SLC 28AA as these restrictions are now set through the price cap.

### **SLC32A: Power to direct suppliers to test consumer engagement measures (electricity and gas supply licence)**

- 3.11 SLC 32A enables Ofgem to require energy suppliers to conduct trials to improve consumer engagement. This was part of a CMA recommendation that an Ofgem led programme should identify, test and implement measures to provide domestic consumers with different, or additional information, with the aim of promoting engagement in the domestic retail energy market.
- 3.12 The CMA recommended that Ofgem introduce a licence condition to require suppliers to participate in this programme. SLC 32A was introduced by [decision](#) to modify the licence on 30 January 2017. SLC 32A.9 states that this condition will cease to have effect at 24:00 on 31 December 2022, unless following consultation the Authority specifies a later date. Since this condition has not been extended, we consider that the condition ceased to apply from 1 January 2023. In addition,

## **Statutory Consultation** Supply licence simplification

we consider the outcomes we aim to introduce such as, consumers getting clear, accurate and timely information to help them make informed choices and also allowing them to switch providers and contracts without unnecessary barriers, will ensure consumers are treated in the right way regarding issues SLC 32A helped address.

Question 2: Do you agree SLC 25D of the electricity supply licence and SLC 28A, 28AA and 32A of the electricity and gas supply licences have historic end dates that have not been extended? If so, do you agree that they should be removed?

## 4. Licence conditions that are no longer relevant

This section outlines Licence Conditions that do not have a specific end date but are out of date and can be removed as the policy intent is no longer relevant.

- 4.1 Some licence conditions have been inserted to address specific issues, or achieve set goals, at a specific point in time. We have reviewed our licence conditions to assess whether they remain relevant, including whether they could still have a future use.
- 4.2 Based on this assessment, we have identified conditions that we consider are no longer needed and are unlikely to be used again. These are the conditions included in this section. In line with section two, we are minded to retain a reference in the SLCs but mark them as “Not in use”.
- 4.3 We have already engaged with industry to identify licence conditions that are no longer relevant. Some suggestions were put forward that are not included here as we consider they require further analysis to assess their ongoing relevance and to understand the potential implications of their removal. For example, the Green Deal scheme (conditions 36, 37 and 38 of the electricity supply licence) was put forward by some for removal. We note this scheme has closed to new applicants, however the duration of repayments for participants of the scheme has not completed. Advice is still being [provided](#) to consumers and some SLCs relate to obligations regarding the collection of charges for the scheme and the provision of information regarding those charges.
- 4.4 We also note that some SLCs are likely to be removed over time through the wider consumer outcomes work.

### Licence conditions under consideration

#### **SLC 25E: Power to direct Energy Bill Support Scheme Payments to Domestic Customers (EBSS) (electricity supply licence only)**

- 4.5 SLC 25E facilitated the EBSS which was designed by the government and provided domestic electricity customers with £400 of support over six months from October 2022. The EBSS formed part of the governments cost of living assistance package at that time. This [licence condition](#) came into effect on 24 September 2022. It does not have a specified end date.
- 4.6 Whilst it is possible government intervention of a similar nature could happen in the future, which may provide consumers with financial support, this is not certain. In the event this did happen, it is likely Ofgem would consider how best to implement this into licence. Our current view is that in that scenario, SLC 25E

## **Statutory Consultation** Supply licence simplification

would likely be amended at a minimum, and a more likely outcome would be the introduction of a new condition specific to the outcomes of that proposal. Therefore, we consider the future use of this condition to be negligible. Energy suppliers have also proposed removing SLC 25E.

### **SLC21A: Provision of the annual statement of supply to Participants of the Carbon Reduction Commitment (CRC) Energy Efficiency Scheme (electricity and gas supply licence)**

- 4.7 SLC 21A facilitated reporting of the CRC scheme. The CRC Scheme was established under the CRC Energy Efficiency Scheme Order 2010, which required licensed gas and electricity suppliers to provide an annual statement of gas and electricity supply to participants of the CRC scheme.
- 4.8 The [CRC Energy Efficiency Scheme \(Revocation and Savings\) Order 2018](#) came into force on 1 October 2018, with the final compliance year for participants being 2018 to 2019. Participants were required to maintain evidence packs until 31 March 2025. Official [guidance](#) on the CRC scheme was withdrawn on 12 August 2025; therefore, we consider this condition to be no longer required. Energy suppliers have also proposed removing SLC 21A.

### **SLC 56 Database to facilitate customer engagement (electricity supply licence) and SLC 50: Database to facilitate customer engagement (gas supply licence)**

- 4.9 SLC 56 of the electricity supply licence and SLC 50 of the gas supply licence required suppliers to issue first contact communications to their eligible disengaged customers, as specified by Ofgem. This was introduced as part of a [CMA order](#) which addressed issues with customer engagement in the retail energy market, with suppliers having to send data on disengaged customers (who have been on a default tariff for three years or more) to Ofgem.
- 4.10 The duty to first supply Ofgem with Relevant Customer Data was by 1 October 2017. After this, suppliers must provide this data every month. Energy suppliers must also provide us with any information that we reasonably request about their compliance with this condition, or to help assess its effectiveness. In 2019, we published an [open letter](#) stating that we had paused work on developing a database after bringing in the default tariff cap.
- 4.11 Our consumer outcomes work aims to introduce set outcomes in Quality and Standards, including outcomes regarding Transparency and Choice. In our view, these outcomes will ensure consumers are treated in the right way regarding issues SLC 56 helped address. Therefore, we consider SLC 56 & 50 are no longer needed. Energy suppliers also proposed these SLCs were removed from licence.

## **Statutory Consultation** Supply licence simplification

4.12 We recognise the CMA order that brought about the introduction of this Licence Condition is still in effect (unlike the order for SLC 28A & 28AA which has an end date of 30 June 2021). The CMA has a statutory duty to keep their market remedies, including orders, under review. The CMA may make changes where they consider, by reason of a change in circumstances, an order is no longer appropriate (s. 162 Enterprise Act 2002). Following the conclusion of our consultation, we will engage with the CMA to understand how the review process will interact with our proposals.

Question 3: Do you agree that SLC 25E of the electricity supply licence is no longer relevant and could be removed?

Question 4: Do you agree that SLC 21A of the electricity and gas supply licences is no longer relevant and could be removed?

Question 5: Do you agree that SLC 56, of the electricity supply licence & SLC 50 of the gas supply licence, are no longer relevant and could be removed?

## 5. Definitions

This section outlines our proposals to amend how we set out definitions to make the document easier to navigate.

- 5.1 Definitions are an important part of the SLCs as they define key terms within the regulations. This determines what licence conditions do and mean. However, how definitions are set out in the SLCs is disjointed and confusing for stakeholders.
- 5.2 SLC 1 in the electricity licence outlines that “most” of the definitions are set out here (SLC1 also states that definitions for SLCs 15 and 21 of the electricity licence are included in those conditions). However, many definitions are also located within individual conditions which has led to the duplication of some defined terms.
- 5.3 In addition, how definitions are categorised throughout the SLCs varies. Some are listed as “Definition”, others as “interpretation” and others with no specific classification at all (i.e. the SLC states that specific terms have set meanings). We acknowledge these issues reflect how the SLCs have been written over time, but it results in a structure that is not clear or easy for users to navigate.
- 5.4 We consider that to resolve this we should consolidate as many definitions as possible within SLC 1. This approach would help make it easier for users to find and understand defined terms, remove duplicated definitions and help streamline the document. We have conducted a full assessment of defined terms in both the electricity and gas SLCs.
- 5.5 Should we progress a final decision that would see the consolidation of definitions within SLC 1, we will consider how best to utilise the new html format to make navigating definitions as easy as possible for users. For example, using hyperlinks or hover text.

### Definitions to move

- 5.6 Not all definitions are in scope of this consultation. There are some areas where government are responsible for implementing and amending SLCs, for example, smart metering. Therefore, for this initial exercise smart meter licence conditions have been excluded from this process. We will work with the government to align this approach going forward. As per sections three and four of this consultation, there are also SLCs we plan to remove, therefore any definitions located within those conditions would not need to be relocated in SLC 1.
- 5.7 In our assessment of moving definitions, we have separated definitions into various categories. This process has taken into consideration definitions that are

## Statutory Consultation Supply licence simplification

duplicated, out of scope and those that we are minded to remove via licence amendments. We have provided a summary of these definitions, by volume, in Table 2 below.

**Table 2**

| Category of Definition                             | Electricity: Number of Definitions | Gas: Number of Definitions |
|--|------------------------------------|----------------------------|
| <b>Total</b>                                       | <b>981</b>                         | <b>686</b>                 |
| Excluded (Smart metering)                          | 201                                | 181                        |
| Proposed removals from section 3 and 4             | 78                                 | 53                         |
| <b>Total in scope definitions</b>                  | <b>702</b>                         | <b>452</b>                 |
| Definitions in SLC 1                               | 233                                | 198                        |
| Definitions in SLC 1 that are duplicated elsewhere | 14                                 | 7                          |
| Definitions assessed for moving                    | 483                                | 261                        |
| Definitions not in SLC 1 and not duplicated        | 366                                | 212                        |
| Instances of duplication                           | 117                                | 49                         |

- 5.8 Through this assessment our minded to position is to move definitions from individual conditions into SLC 1. If a definition being moved into SLC 1 already exists within SLC 1 and has the same meaning, we propose not to include it in SLC 1 and remove it from its original condition. If a definition already exists within SLC 1 and has a different meaning (i.e. the meaning of the definition being moved into SLC 1 is therefore only applicable to the condition it was originally located in), we propose to include it within SLC 1 but make clear what SLC it is relevant to. For example, “Act **for the purposes of condition 28AD**, means ...”.
- 5.9 Additionally, some definitions include language that points to specific parts of the relevant condition, such as a paragraph number or annex. When moved into SLC 1 it is no longer clear what this specifically refers to. Therefore, we propose to include minor amendments to these scenarios to reflect the condition this language relates to. For example, “Customer Objective” of Condition 0 is defined as “Is to be interpreted in accordance with paragraph 0.1”, we propose to amend this to “Is to be interpreted in accordance with paragraph 0.1 **of condition 0**”.
- 5.10 We would note that as part of this process we have identified and proposed amendments to minor issues such as, uncapitalised definitions, definitions that are defined but not used, spelling mistakes/typos etc. Documents included alongside this consultation (Proposed changes to the Gas/Electricity Supply Standard Licence Conditions) outline all proposed amendments. These documents are consolidated as of 1 January & 31 March 2026 respectively and

## Statutory Consultation Supply licence simplification

use versions prior to the html switch over. Should we progress to a final decision, any changes to the SLCs since then, will be reflected in the final decision. Due to the volume of proposed changes, we have tried to ensure amendments are as clear as possible. Any proposed text to be deleted is marked with a ~~striketrough~~. Any proposed new text is highlighted in green and double underscored and any text that has been moved is highlighted as yellow and double underscored.

Question 6: Do you agree with consolidating definitions within SLC 1, as much as possible?

Question 7: Do you agree, or have any comments on, our proposed modifications to the licence?

## Statutory Consultation Supply licence simplification

### Appendix 1: List of consultation questions

Question 1: Do you agree with amending the wording of unused SLCs to one consistent term “Not in use” and other proposed minor drafting amendments to SLC titles?

Question 2: Do you agree SLC 25D of the electricity supply licence and SLC 28A, 28AA and 32A of the electricity and gas supply licences have historic end dates that have not been extended? If so, do you agree that they should be removed?

Question 3: Do you agree that SLC 25E of the electricity supply licence is no longer relevant and could be removed?

Question 4: Do you agree that SLC 21A of the electricity and gas supply licences is no longer relevant and could be removed?

Question 5: Do you agree that SLC 56, of the electricity supply licence & SLC 50 of the gas supply licence, are no longer relevant and could be removed?

Question 6: Do you agree with consolidating definitions within SLC 1, as much as possible?

Question 7: Do you agree, or have any comments on, our proposed modifications to the licence?

## Privacy policy and consultation feedback

### 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](mailto: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

## **Statutory Consultation** Supply licence simplification

- 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 3<sup>rd</sup> 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**

**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.**

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

## 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:

1. Do you have any comments about the quality of this document?
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. Are its conclusions balanced?
5. Did it make reasoned recommendations?
6. Do you have any further comments?

Please send your feedback to [stakeholders@ofgem.gov.uk](mailto:stakeholders@ofgem.gov.uk).