

**February 2001**

**Monitoring domestic Electricity and  
Gas suppliers' performance under  
their Codes of Practice**

## Table of contents

1. Introduction.....	1
2. Guidance Notes .....	2
3. Monitoring Return .....	12
4. Supplementary Questions .....	16
Appendix 1: Licence condition on Record of and Report on Performance .....	18
Appendix 2: Notice to licencees .....	20

# 1. Introduction

## **Purpose of this document**

- 1.1 This document sets out revised arrangements for monitoring domestic electricity and gas suppliers' performance under their Codes of Practice. It includes monitoring returns and guidance notes to ensure that suppliers report accurately and consistently.
- 1.2 The monitoring returns included in this document have been designed by Ofgem as the standard form which suppliers should use. The new monitoring arrangements come into effect from 1 April 2001.

## **Background**

- 1.3 As part of the work on the Social Action Plan, Ofgem has agreed a number of licence changes to enhance delivery of suppliers' social obligations. These include aligning so far as possible the respective conditions in electricity and gas licences concerning Codes of Practice. The Social Action Plan also included a commitment to revise and improve the arrangements for monitoring suppliers' performance under the Codes.
- 1.4 The monitoring arrangements described in this document have been subject to consultation with suppliers and consumer bodies via a working group. We have tried to focus on the information necessary to enable effective monitoring and the development of fuel poverty indicators identified in the Social Action Plan.

## 2. Guidance Notes for Codes of Practice Monitoring Return

2.1 These guidance notes have been prepared to assist suppliers with the completion of quarterly and annual codes of practice monitoring returns. In addition to general guidance on the submission of the returns, these notes also provide clarification in certain areas where we believe that further guidance is required to supplement the information contained in the returns. The guidance notes do not cover all aspects of the returns, because most of the information required should be self-explanatory. Ofgem will add to this guidance, if it is suggested that additional clarification is needed in other areas. Ofgem will be reviewing the information received through the monitoring returns, and may make alterations to the format if these are deemed necessary.

2.2 The following tables are included in the monitoring return:

1. Number of customers on each payment scheme
2. Domestic debt
3. Domestic debt payment arrangements (non PPM customers)
4. Domestic debt payment arrangements (PPM customers)
5. Disconnections/de-energisations for debt
6. Post disconnection (debt)
7. Disconnections/de-energisations for alleged theft (includes post disconnection)
8. Fuel direct
9. Warrants of entry
10. Security deposits
11. PPMs installed/removed and services provided
12. Priority Service Register
13. Registered services
14. Services provided on request
15. Energy efficiency advice

### General Notes on Completion

2.3 Suppliers have Licence obligations to keep a record of their operation of certain Licence conditions, and to report on their performance. Suppliers are required

to submit, as soon as is reasonably practicable after the end of each calendar year, a report on their performance to Ofgem and the Gas and Electricity Consumers Council (energywatch), and to publish this, and to send a copy free of charge to any person requesting one. The report should be presented, so far as is reasonably practicable, in a standard form designated by Ofgem. Ofgem may also request additional information in writing at any time. The text of the Licence conditions (which are the same for electricity and gas) on Record of and Report on Performance is included at Appendix 1. The notice from the Authority is included at Appendix 2.

- 2.4 The requirement to submit accurate returns is an enforceable licence obligation. Companies that do not submit accurate returns within the timescale set out below may therefore be in breach of their licence and may be subject to appropriate action as determined by the Authority.
- 2.5 In addition to an annual published report, Ofgem also requests that suppliers submit returns quarterly to Ofgem and energywatch. Ofgem will provide quarterly and yearly reporting forms for this purpose. Separate forms will be provided for electricity and gas. The returns will be made available in an electronic form compatible with Access 97. Reporting requirements are as follows:
- ◆ Quarterly returns must be submitted to Ofgem and energywatch no more than 28 days after the end of each quarter (i.e. 28 January, 28 April, 28 July, and 28 September);
  - ◆ The annual return to Ofgem and energywatch must also be submitted by 28 January. The return should be published by 28 February;
  - ◆ There must be an accompanying note to Ofgem and energywatch with the annual return explaining what procedures have been used to verify the data as accurate, and describing arrangements being made for publication;
  - ◆ Suppliers must also notify Ofgem and energywatch of a senior management level representative who is responsible for signing off the returns. Ofgem recommends these should be signed/countersigned by

someone with professional accounting/auditing qualifications in order to confirm the quality of the return;

- ◆ Returns to Ofgem and energywatch must include actual figures. Published reports, however, need not disclose market share data. Any information a supplier deems to be market sensitive may be published as a percentage or on a per 10,000 customers basis. Item 1.13 in the return need not be published.
- ◆ Ofgem will publish information quarterly and annually, on its website and in its annual review of the Social Action Plan. Neither Ofgem nor energywatch will publish figures from which market share can be determined, without prior agreement with the supplier.

2.6 The monitoring return included at section 3 in this document is the standard form designated by Ofgem for the purposes of presenting quarterly and annual reports. All items refer to **domestic** customers only. All returns must include numbers for domestic customers only for **every** item. The definition of a domestic customer under revised standard licence conditions is as follows:

- ◆ “A customer supplied or requiring to be supplied with electricity or gas at domestic premises (but excluding such customer in so far as he is supplied or requires to be supplied at premises other than domestic premises)”.

Domestic Premises are defined as:

- ◆ “Premises at which a supply is taken wholly or mainly for domestic purposes”.

2.7 For certain items separate data must be provided for customers in England, Scotland and Wales, as well as a total figure. Ofgem will provide relevant postcodes for England, Scotland and Wales to enable separate data to be reported consistently. The items to be provided in this form are listed below. All other items require only a total for all customers.

- ◆ Number of customers on each payment scheme (items 1.1 – 1.12)
- ◆ Total number of domestic customers (1.13)

- ◆ Number of customers on a debt payment arrangement (2.1)
- ◆ Number of customers with a PPM calibrated to recover a debt (4.1)
- ◆ Number of customers disconnected for non-payment of debt (5.1)
- ◆ Number of customers disconnected due to alleged theft (7.1 and 7.2)
- ◆ Number of customers on Priority Service Register (12.1)
- ◆ Number of customers provided with free gas safety check (14.4)
- ◆ Number of customers given energy efficiency advice (15.1)

2.8 Supplementary questions are included at Section 4. This form will be sent out by Ofgem for completion and return with the monitoring return annually and every quarter. It will be circulated in an electronic form compatible with Word 97.

### **Specific Notes on Completion**

The numbers in bold below refer to the data item in the relevant section of the return.

#### **1. Number of customers on each payment scheme**

Where a particular payment scheme is not offered please enter '0'.

**1.1** refers to customers who pay by cash, cheque, debit or credit card after receiving a quarterly bill. This does not include customers who make payments in cash with a payment card or paying in book.

**1.5** refers to customers who are sent a bill every month as opposed to every quarter.

**1.7 to 1.9** refer to customers who use a payment card/book to make frequent cash payments. Companies that do not distinguish between weekly or fortnightly payment customers, because they offer a flexible payment scheme for customers to pay as frequently as they like, should put the total in 1.9 and '0' in 1.7 and 1.8.

**1.12** should include any customers using a payment method not covered by 1.1 to 1.11. Please specify the nature of the payment scheme concerned on the supplementary questions return. Details on social tariffs, which may or may not be a non-standard payment scheme, are also covered separately in the supplementary questions.

**1.13** should equal the sum of items 1.1 to 1.12 (in other words, there should be no double counting).

## **2. Domestic debt (all customers)**

**All** items in this section should include prepayment customers who have their ppms set to collect debt (reported under 4.1) **and** non-ppm customers on a debt payment arrangement scheduled to last longer than 91 days/13 weeks.

**2.2, 2.3 & 2.4** break down into three categories the customers from section 2.1 with debts greater than £100. The amounts (£100, £300 and £600) refer to the amount of debt carried forward from the previous account to the most recent bill.

**2.5** refers to the total amount owed by all the customers in 2.1 divided by the total number of customers in 2.1.

## **3. Domestic debt payment arrangements – non ppm customers**

**All** items in this section refer only to debt payment arrangements extending beyond 91 days/13 weeks. Although the return asks for information in terms of ‘weeks’, customers paying fortnightly or monthly should also be included. Items in this section do not include ppm customers, who are dealt with separately in section 4.

**3.1** asks how many customers have entered into a debt payment arrangement during the reporting period (where the arrangement is set to last beyond 91 days)

**3.2** asks for the average (mean) weekly payment towards debt agreed with customers who entered into repayment arrangement during the reporting period (3.1)

**3.3** asks for the average (mean) number of weeks over which customers who entered into an arrangement this reporting period (3.1) are being allowed to repay their debt.

**3.4** asks for the number of arrangements in 3.1 where the customer is repaying below £3 (i.e. up to £2.99) a week towards the debt.

**3.5** asks for the number of arrangements in 3.1 where the customer is repaying between £3 and £6 a week.

**3.6** asks for the number of arrangements in 3.1 where the customer is repaying over £6 (£6.01 or more) a week towards the debt.



#### **4. Domestic debt payment arrangements – PPM customers**

This section refers to all prepayment meter customers who are repaying a debt through their ppm, **regardless** of the estimated length of the recovery period.

**4.1** asks for the total number of ppm customers who have their ppms set to collect payments towards a debt. This will be a 'snapshot figure' and should be recorded as near as possible to the end of the reporting period.

**4.2** asks how many customers pay through a ppm that is not set to collect debt. 4.1 plus 4.2 should equal 1.10.

**4.3** asks how many customers had their ppms set, within this reporting period, to collect a debt (regardless of the estimated length of the recovery period).

**4.4** asks for the average (mean) weekly debt setting on the ppms of customers who have had their meters set, within this reporting period, to collect a debt (regardless of the estimated length of the recovery period)

**4.5** asks for the average (mean) number of weeks over which customers, who had their meters set within this reporting period to collect a debt, are being allowed to re-pay the debt.

**4.6** asks for the number of arrangements in 4.3 where the customer is repaying below £3 (i.e. up to £2.99) a week towards the debt.

**4.7** asks for the number of arrangements in 4.3 where the customer is repaying between £3 and £6 a week.

**4.8** asks for the number of arrangements in 4.3 where the customer is repaying over £6 (£6.01 or more) a week.

#### **5. Disconnections/de-energisations for debt**

"Disconnection" is used as a general term, not specific to removal of a meter. This will, in the case of electricity, cover de-energisations. This section refers exclusively to customers who have had their supply disconnected/de-energised for the non-payment of debt. Premises that are found to be vacated when the supplier arrived to disconnect should not be included.

**5.2** refers to cases where the supplier has not spoken to the customer (either face-to-face or on the telephone) and the customer has not written to the supplier (through letter, fax or electronically). These are sometimes referred to as “no contact” cases.

**5.3** refers to the number of disconnections, where the supplier knew in advance that the household was made up exclusively of people who are either disabled or chronically sick or pensioners (or any combination of these living with children under 18).

## **6. Post disconnection (debt)**

This section refers exclusively to customers who have had their supply disconnected for non-payment of debt. For 6.1 – 6.7 and 6.9 the reconnected customer does not necessarily have to have been disconnected during the reporting quarter. The period of disconnection is defined as being from the day the supply was terminated to the day it is reinstated (inclusive).

**6.2 to 6.7** are cumulative figures, i.e. customers counted in 6.2 should also be counted in 6.3 to 6.7. Therefore a customer reconnected within a week should also be counted as having been reconnected within a month and a quarter. It is expected that percentage figures should increase between 6.2 and 6.7 towards 100%.

**6.8** is a “snapshot” figure of all customers who have been disconnected for debt this reporting period and not had their supply reconnected by the end of reporting period. Premises that are known to have been vacated since disconnection should be excluded.

**6.9** concerns the average (mean) period that customers reconnected this reporting period were without a supply. Premises that are known to have been vacated since disconnection should be discounted.

## **7. Disconnections/de-energisations for alleged theft (includes post disconnection)**

This section is exclusively concerned with disconnection or de-energisation of supply that occurs as a result of alleged theft.

## **8. Fuel direct**

**8.1** concerns the total number of customers DSS/Benefits Agency has accepted onto Fuel Direct during this reporting period.

**8.2** asks how many customers the supplier has referred to DSS/Benefits Agency (by using the new standard application form) during this reporting period.

**8.3** concerns the number of customers who meet the qualifying criteria and have asked to pay by Fuel Direct, but have been refused by the supplier. Qualifying criteria are defined as receipt of appropriate benefits, with a debt of the appropriate amount.

**8.4** Asks how many of the referrals in 8.2 were refused by DSS/Benefits Agency (the new standard application form should enable suppliers to report this figure).

**8.5** will be the number of customers, at the end of the reporting period who continue paying by Fuel Direct after repaying their original debt. This should be a cumulative figure.

## **9. Warrants of entry**

This section refers to the use of warrants in pursuance of disconnection for non-payment of debt.

**9.1 & 9.2** apply whether or not the warrant was executed by forcible entry. Instances where the customer allows access when told that the officer is in possession of a warrant should be included.

**9.3 & 9.4** only refer to cases reported in 9.1 & 9.2. Therefore the aggregate of 9.3 & 9.4 should be less than or equal to the aggregate of 9.1 & 9.2. The term "unoccupied" refers to cases where the customer was not at home. It **does not** refer to cases where the customer has moved out of the property (these should be excluded).

## **11. PPMs installed/removed and services provided**

**11.2** asks how many customers have chosen to have a ppm installed this reporting period. For example, this includes customers who request to move from credit to ppm, new connections where a ppm is requested, customers who ask for a ppm to be installed after changing supplier or moving house or any other case where a prepayment meter is installed at a customer's request for reasons other than debt. Instances where a

ppm is installed to recover a debt are dealt with in 11.3. 11.2 and 11.3 should equal 11.1.

**11.3** includes all cases where a ppm has been installed this reporting period to recover a debt, whether or not at the customers request.

**11.4** asks for the number of customers who have switched from ppm to credit terms during the reporting period.

**11.5** asks for the number of customers, not repaying a debt through their ppm, who have had their request to change to credit terms refused during the reporting period.

**11.6 – 11.8** all deal with ppm faults where the fault in the meter has resulted in the loss of supply.

**11.9** refers to the total number of prepayment vending outlets available to all your customers throughout the country.

#### **14 Services provided on request**

**14.4** is only applicable on gas returns. Electricity returns should leave this blank.

#### **15. Energy efficiency advice**

Companies that operate a single energy efficiency advice line for gas and electricity and/or cannot distinguish between gas or electricity customers given advice, please complete **either** the gas or electricity return, but **do not** complete both. Please send a covering note, which makes clear where combined reporting has taken place, and which returns have been left blank as a result.

**15.1 to 15.6 and 15.11 to 15.15** concern specific advice given by a specialist energy efficiency advice line or by a qualified person. Provision of general information by non-qualified customer service staff is excluded.

**15.2 – 15.6** refer to the advice given in 15.1, but these need not add up to 15.1. Customers may have been provided with advice on more than one item in 15.2 to 15.6.

**15.2** concerns either loft or wall insulation.

**15.4** might include advice on the use of heating appliances.

**15.5** grants include EESoPs/EEC, HEES (Warm Front/Warm Deal), Local Authority and other grants.

**15.7** asks for the total number of energy efficiency codes of practice distributed this reporting period. This should include codes distributed to advice agencies and voluntary organisations.

**15.8, 15.9 & 15.10** may reflect initiatives to proactively target these groups of customers. The information may be verbal or written and/or include provision of the code of practice. The provision of general information by customer service staff responding to customer enquiries should also be included, if recorded.

**15.11** asks for the number of customers specifically advised about contact details for HEES or EESoPs/EEC. This is in addition to the provision of Codes of Practice.

**15.12 – 15.15** asks for the percentage of customers acting on energy advice. This should be done by sampling a percentage of customers previously provided with energy efficiency advice. The size of sample depends on the number of customers provided with advice. For larger suppliers a minimum sample of 100 should be sufficient. Smaller suppliers should use discretion, but please say how many people were sampled. Ofgem recommends that suppliers divide their sample roughly equally between 15.13 – 15.15, giving an overall total at 15.12.

Ofgem will also use qualitative techniques to monitor the quality of energy efficiency advice provided, in particular, for vulnerable customers.

### 3. Codes of Practice Monitoring Return Form

#### Payment of bills and guidance for dealing with customers in difficulty

<b>1</b>	<b>Number of customers on each payment scheme (all domestic customers)</b>
1.1	Quarterly (cash or cheque)
1.2	Quarterly variable direct debit
1.3	Monthly direct debit
1.4	Monthly standing order
1.5	Monthly optional bills
1.6	Monthly payment scheme (cash or cheque)
1.7	Fortnightly/twice monthly payment schemes
1.8	Weekly payment scheme
1.9	Flexible payment scheme (e.g. pay-as-you-go)
1.10	Prepayment meter
1.11	Fuel direct
1.12	Other
1.13	Total number of domestic customers

<b>2</b>	<b>Domestic debt (all customers)</b>
2.1	Number of customers repaying a debt
2.2	Number of customers with debt over £100 carried forward from previous bill
2.3	Number of customers with debt over £300 carried forward from previous bill
2.4	Number of customers with debt over £600 carried forward from previous bill
2.5	Average debt per customer (total debt/numbers of customers in debt)

<b>3</b>	<b>Domestic Debt payment arrangements – non PPM customers</b>
3.1	Number of customers entering into a debt repayment arrangement (extending beyond 91 days) in this reporting period
3.2	Average weekly amount towards debt (for arrangements, extending beyond 91 days, entered into in this reporting period)
3.3	Average number of weeks to recover debt (for arrangements, extending beyond 91 days, entered into in this reporting period)
3.4	Number of arrangements entered into in this reporting period with debt repayment at below £3 a week
3.5	Number of arrangements entered into in this reporting period with debt repayment set between £3 and £6 a week
3.6	Number of arrangements entered into in this reporting period with debt repayment set above £6 a week

<b>4</b>	<b>Domestic Debt payment arrangements – PPM customers</b>
4.1	Number of customers, at end of reporting period, with PPM calibrated to recover a debt
4.2	Number of PPM customers at end of reporting period without a debt
4.3	PPMs calibrated in this reporting period to recover a debt
4.4	Average weekly amount towards debt for PPMs calibrated in this reporting period
4.5	Average number of weeks to recover debt for PPMs calibrated in this reporting period
4.6	PPM calibrated in this reporting period with debt repayment at below £3 a week
4.7	PPM calibrated in this reporting period with debt repayment set between £3 and £6 a week
4.8	PPM calibrated in this reporting period with debt repayment set above £6 a week

<b>5</b>	<b>Disconnections/de-energisations for debt</b>
5.1	Number of customers disconnected in this reporting period for non-payment of debt
5.2	Number of disconnections in this reporting period where there was no dialogue with customer during the lifecycle of the bill for which their supply has been disconnected
5.3	Number of disconnections of all known pensioner, disabled or chronically sick households in this reporting period

<b>6</b>	<b>Post disconnection (debt)</b>
6.1	Number of customers reconnected in this reporting period
6.2	Percentage reconnected within 2 days of disconnection
6.3	Percentage reconnected within 4 days of disconnection
6.4	Percentage reconnected within 7 days of disconnection
6.5	Percentage reconnected within 14 days of disconnection
6.6	Percentage reconnected within 1 month of disconnection
6.7	Percentage reconnected within 1 quarter of disconnection
6.8	Number customers disconnected for debt in this reporting period who have not had their supply reconnected by the end of the reporting period
6.9	Average period of disconnection for customers reconnected in this reporting period

<b>7</b>	<b>Disconnections/de-energisations for alleged theft (includes post-disconnection)</b>
7.1	Number of customers disconnected due to alleged theft in this reporting period (non PPM customers)
7.2	Number of customers disconnected due to alleged theft in this reporting period (PPM customers)
7.3	Number of customers disconnected for alleged theft in this reporting period, who have not had their supply reconnected by the end of the reporting period
7.4	Percentage reconnected within 2 days of disconnection
7.5	Percentage reconnected within 4 days of disconnection
7.6	Percentage reconnected within 7 days of disconnection
7.7	Percentage reconnected within 14 days of disconnection
7.8	Percentage reconnected within 1 month of disconnection
7.9	Percentage reconnected within 1 quarter of disconnection

<b>8</b>	<b>Fuel direct</b>
8.1	Number of customers joining fuel direct in this reporting period
8.2	Number of customers referred to DSS in this reporting period
8.3	Number of customers requesting to pay by fuel direct, but refused by supplier in this reporting period
8.4	Number of customers referred by supplier to DSS, who then refused to let them join fuel direct, in this reporting period
8.5	Number of customers on fuel direct who no longer have a debt

<b>9</b>	<b>Warrants of entry</b>
9.1	Number of customers disconnected on a warrant visit
9.2	Number of PPMs installed on a warrant visit
9.3	Number of warrants used, where forcible entry was necessary, to enter occupied property (to install a PPM or disconnect for non-payment of debt)
9.4	Number of warrants used, where forcible entry was necessary, to enter unoccupied property (to install a PPM or disconnect for non-payment of debt)

<b>10</b>	<b>Security deposits</b>
10.1	Number of security deposits held
10.2	Average value of security deposits held
10.3	Number of deposits held for more than 12 months at end of reporting period
10.4	Number of security deposits paid in this reporting period

### Prepayment meter code of practice

<b>11</b>	<b>PPMs installed/removed and services provided</b>
11.1	Total number of PPMs installed in this reporting period
11.2	Number of PPMs installed in this reporting period on request as a payment option for customers without a debt
11.3	Number of PPMs installed in this reporting period to recover debt
11.4	Number of customers changing from PPM to credit terms in this reporting period
11.5	Number of requests to change from PPM to credit meter - from customers without a debt – that have been refused
11.6	Number of prepayment meter faults resulting in loss of supply
11.7	Number of responses within 3 hours (weekdays)
11.8	Number of responses within 4 hours (weekends)
11.9	Total number of PPM vending outlets
11.10	Number of outlets open seven days a week
11.11	Number of PPMs installed in this reporting period where the customer was known to live more than 2 miles from nearest vending outlet



## Codes of Practice for elderly or disabled or chronically sick and blind or deaf

<b>12</b>	<b>Priority Service Register</b>
12.1	Customers on Priority Service Register at end of reporting period
12.2	Number of customers that joined the PSR in this reporting period

<b>13</b>	<b>Registered services</b>
13.1	Number registered for receiving talking bills at end of reporting period
13.2	Number registered to receive bills in Braille/large print at end of reporting period
13.3	Number registered for password schemes at end of reporting period
13.4	Number registered for third party billing/bill re-direction at end of reporting period
13.5	Number registered for quarterly reads at end of reporting period

<b>14</b>	<b>Services provided on request</b>
14.1	Number of meters repositioned or replaced at the customer's request, free of charge, in this reporting period
14.2	Number of customers provided with special controls or adapters, free of charge, in this reporting period
14.3	Number of customers that used minicom/textphone service in this reporting period
14.4	Number of customers provided with free safety check in this reporting period

## Code of Practice on Energy Efficiency

<b>15</b>	<b>Energy efficiency advice</b>
15.1	Number of customers provided with energy efficiency advice in this reporting period
15.2	Number given advice about insulation in this reporting period
15.3	Number given advice about selection of new appliances in this reporting period
15.4	Number given advice about usage of appliances and/or controls in this reporting period
15.5	Number given advice about the grants available in this reporting period
15.6	Number given other advice in this reporting period
15.7	Number of energy efficiency Codes of Practice sent out in this reporting period
15.8	Number of customers on a debt payment arrangement provided with energy efficiency information in this reporting period
15.9	Number of customers on fuel direct provided with energy efficiency information in this reporting period
15.10	Number of customers on the Priority Service Register provided with energy efficiency information in this reporting period
15.11	Number of customers referred to HEES or EESoPs contacts in this reporting period
15.12	Percentage of customers acting on energy efficiency advice in this reporting period
15.13	Percentage acting on advice about insulation/selection of new appliances
15.14	Percentage acting on advice about usage of appliances and/or controls
15.15	Percentage acting on advice about grants

## 4. Supplementary Questions Form

### Additional to Section 1

Do you operate any social tariffs? If so can you explain what they are, and how many people are on them? (additionally, please include any customers from 1.12)	
Name and explanation of tariff	Number on tariff

Which of the following outlets do you use to receive cash payments?	
Post Office (y/n)	
PayPoint (y/n)	
Company Premises (how many?)	
Other (please state which, and how many)	

### Additional to Section 11

What steps do you take to monitor self-disconnection?

### Additional to Section 12

Which of the following steps have you taken to make customers aware of the Priority Services Register? (in each case please either give estimates of the numbers reached if possible)	
Information on bill	
Leaflet with bill	
Information given over phone	
Codes of practice sent out	
Promotions through targeted charities (e.g. Age Concern or RNIB)	
Advertising (e.g. posters, press, radio)	
Other (please explain)	
Do you know roughly what percentage of your customers on the PSR joined it because of a disability? If so, what is it?	

### Additional to Section 14

Have you refused any of the following services? If you have can you state how many, and explain why separately	
Joining the Priority Services Register	
Free gas safety check	
Replacing/repositioning a meter free of charge for an eligible customer	
Providing eligible customer with special controls/adapters free of charge	

Which of the following steps have you taken to make customers aware of the free gas safety check? (in each case please either give estimates of the numbers reached if possible)	
Information on bill	
Leaflet with bill	
Information given over phone	
Through appropriate Codes of Practice	
Promotions through targeted charities (e.g. Age Concern)	
Advertising (e.g. posters, press, radio)	
Other (please explain)	

## Appendix 1 : Licence Condition on Record of and Report on Performance

### **Record of and report on performance**

Public electricity supply licence (integrated, England and Wales) 19

Public electricity supply licence (separated, England and Wales) 53

Public electricity supply licence (Scotland) 13

Private electricity supply licence (England & Wales) 35

Private electricity supply licence (Scotland) 36 0

Gas supply licence 21

1. The Licensee shall keep a record of its general operation of the arrangements mentioned in Conditions [18, 18A, 19A, 20, 20A, 21, 22 and 23\*] and if the Director so directs in writing, of its operation of any particular cases specified, or of a description specified, by him.
2. The Licensee shall keep a statistical record of its performance in relation to the provision of electricity supply to its Domestic Customers under the terms of contracts or in accordance with tariffs fixed under Section 18 of the Act.
3. The Licensee shall, from time to time as required by the Director, provide to the Director and to the Relevant Consumers' Committee such of the information contained in the records prepared in accordance with paragraphs 1 and 2 as the Director may request in writing.
4. As soon as is reasonably practicable after the end of each calendar year, the Licensee shall submit to the Director and the Relevant Consumers' Committee a report dealing with the matters mentioned in paragraphs 1 and 2 in relation to that year and shall:
  - (a) publish the report so submitted in such manner as will in the reasonable opinion of the Licensee secure adequate publicity for it; and
  - (b) send a copy of it free of charge to any person requesting one,

except that, in performing its obligations under sub-paragraphs (a) and (b), the Licensee shall exclude from the report such information as appears to it to be necessary or expedient to

ensure that, save where they consent, individual Domestic Customers referred to therein cannot readily be identified.

5. The report shall be presented, so far as is reasonably practicable, in a standard form designated by the Director for the purposes of this Condition.

[\* **Also Conditions:** 12, 12A, 13A, 14, 14A, 15, 16, 17, 18, 18A, 19, 19(2), 20, 30, 30A, 30A, 31, 32, 33, 34, 31, 31A, 31B, 32, 33, 34, 35]

## **Appendix 2 : Notice to Holders of Public or Private Electricity Supply Licences and Gas Supply Licences in England and Wales and in Scotland**

THE ELECTRICITY ACT 1989

NOTICE UNDER ELECTRICITY SUPPLY LICENCES ISSUED UNDER  
SECTIONS 6(1)(c) AND 6(2) OF THE ACT

THE GAS ACT 1986

NOTICE UNDER GAS SUPPLY LICENCES ISSUED UNDER  
SECTIONS 7A(1)(a) AND 7A(1)(b) OF THE ACT

To all the holders of public or private electricity supply licences and gas supply licences  
in England and Wales and in Scotland

For the purpose of each of the licence conditions specified below ('the Conditions'), the Gas and Electricity Markets Authority ('the Authority') hereby designates the document annexed to this notice and headed 'Codes of Practice Monitoring' as the standard form to be used by the Licensees for the purposes of reports prepared pursuant to paragraph 3 and 4 of the Conditions:

Public electricity supply licence (integrated, England and Wales) Condition 19: Record of and report on performance

Public electricity supply licence (separated, England and Wales) Condition 53: Record of and report on supply business performance

Public electricity supply licence (Scotland) Condition 13: Record of and report on performance

Private electricity supply licence (England & Wales) Condition 35: Record of and report on performance

Private electricity supply licence (Scotland) Condition 36: Record of and report on performance

Gas supply licence Standard Condition 21: Record of and report on performance

Dated.....

Signed on behalf of the Authority by

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duly authorised in that behalf