



Codes of Practice Background

Vulnerable & Codes Workgroup 14.11.05

What Codes?

Site Access

Energy Efficiency

Payment of Bills/In Difficulty

Prepayment Meters

Pensioners, Disabled, Chronically Sick

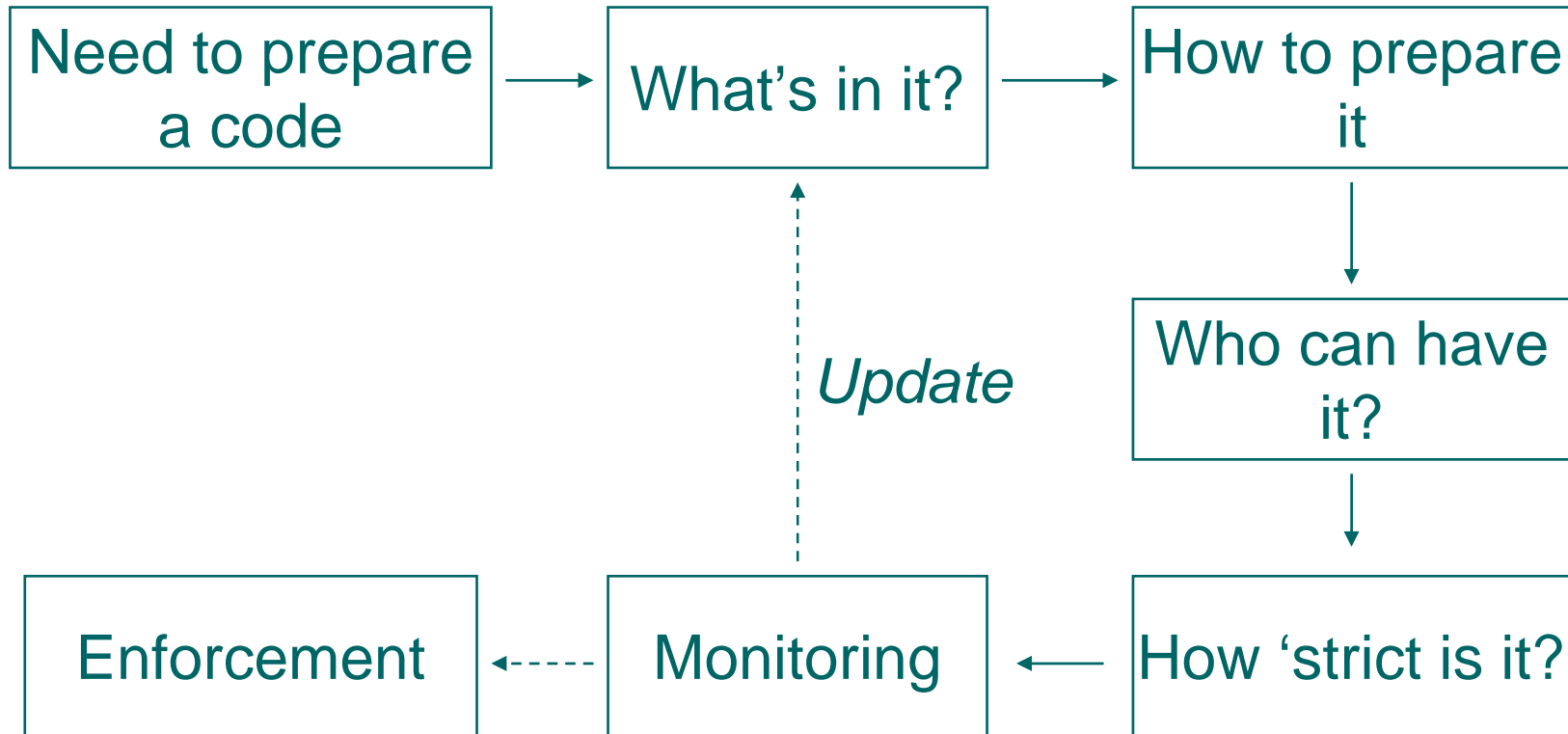
Blind or Deaf

Complaints

} Business &
domestic

} Domestic

The Code Process



Need to prepare
a code



What's in it?

Para 1

Para 2...

+

Ofgem Guidelines



SLC 27.2

- Authority approval
- energywatch consulted

SLC 27.7

- Anyone on request (free)
- Draw attention to (annual)

Code SLCs

- Specific information



Who can have
it?

SLC 27.9

- Must comply with Code *(so far as reasonably practicable)*



How 'strict is it?

SLC 26

- Keep records
 - Ofgem & energywatch (*qtrly => annual*)
- +
- Ofgem web-site (*Social Action Report*)

Monitoring



Sohn Associates report

ERA Debt Group

SLC 27.8

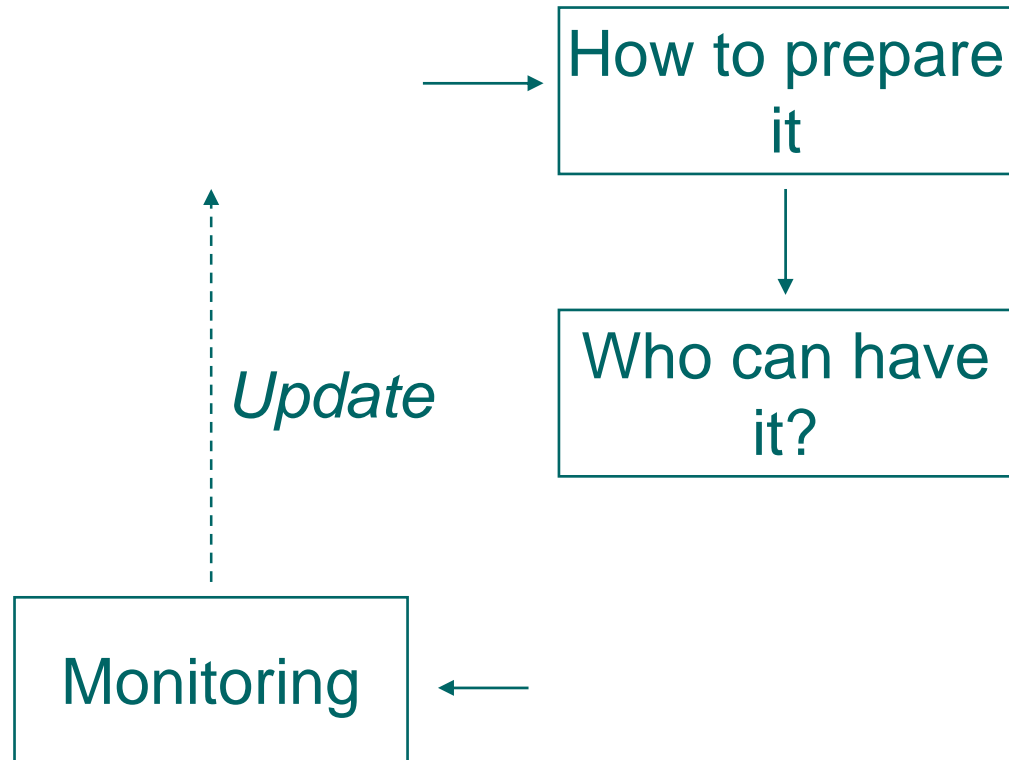
- Any change...

SLC 27.4

- Ofgem can ask

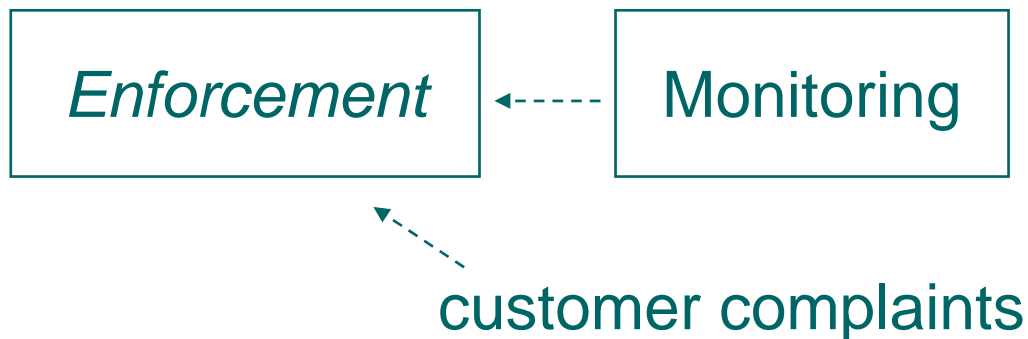
SLC 27.7

- Inform customers

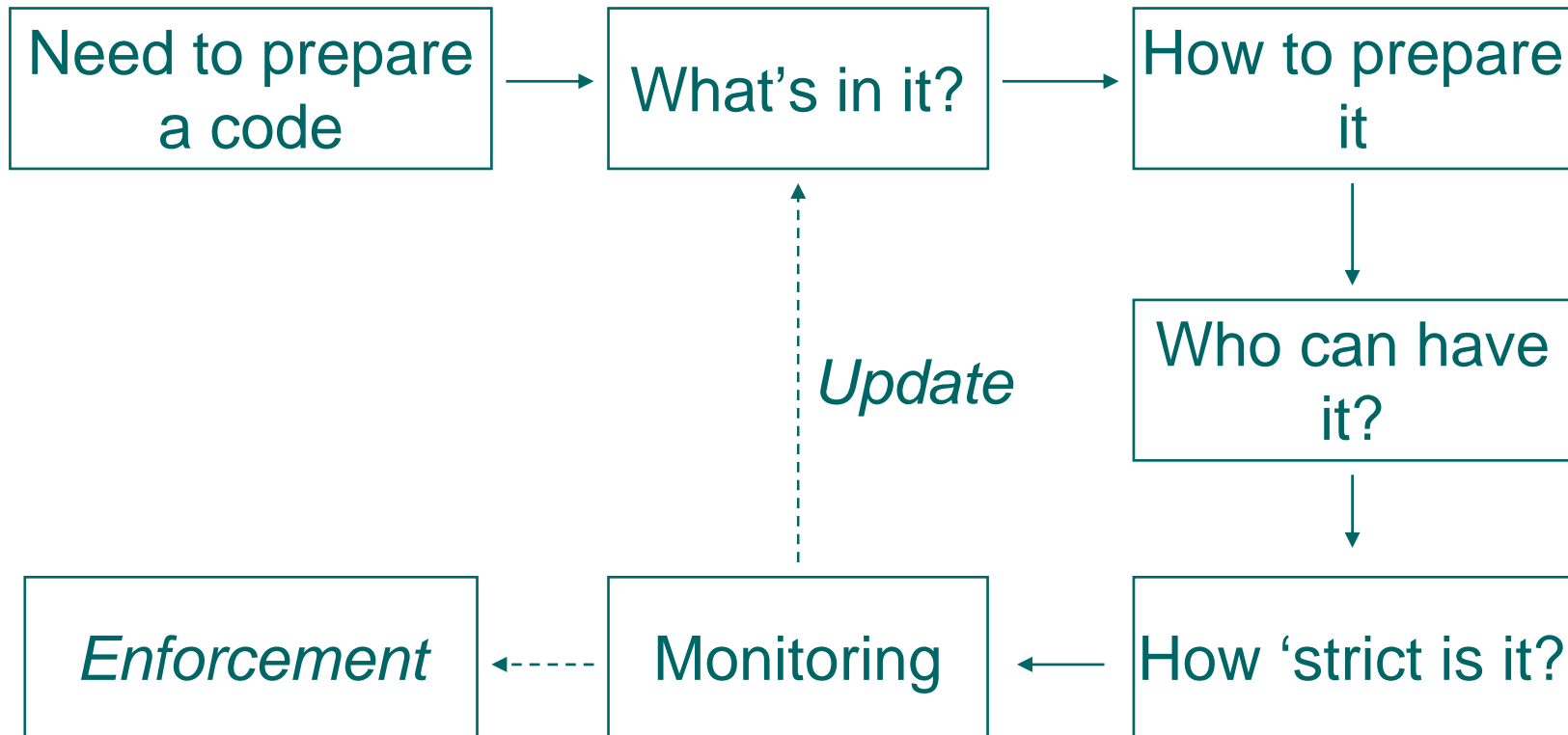


Electricity & Gas Acts

Same process for Codes as any other licence condition



The Code Process - Recap



□ e-public register

- Standard Licence Conditions – Electricity/Gas – Supplier – Section B (SLC 24-27), Section C (SLC 35-39)

□ Area of work – Social Action

- Reports, Guidelines

Supplier web-sites

- Codes