

Customer Information and Other Issues

Duty to Supply, Contracts and Information workgroup
8 March 2006

SLCs for review

Customer Information

- SLC 15 - (Security and) Safety of Supplies
- SLC 21 – Publication of information to customers
- SLC 25 – Efficient use of Electricity / Gas
- SLC 30A – Fuel Mix disclosure
- SLC 40 – Information given to domestic customers

Other issues

- SLC 22 – Domestic premises
- SLC 23 – Payments received in relation to Standards of Performance
- SLC 49 – Assignment of Outstanding Charges
- SLC 50 – Modification of Provisions under Standard Conditions 46 and 49

SLC 15 – [Security and]* Safety of Supplies

- Gas supplier must keep customers informed:
 - escape or suspected escape should be reported immediately
 - telephone number to be used for that purpose

- Electricity supplier must keep customers informed of DNO postal address and telephone number for receiving reports and offering information, guidance or advice about any matter or incident that:
 - causes danger or requires urgent attention (or is likely to do so) in relation to supply and distribution of electricity
 - affects (or is likely to affect) the maintenance of the security, availability and quality of service of DNO system.

*Electricity only

SLC 15 – cont.

- Include on quarterly bills or statements (why quarterly?)
-Or annually (if no bill or statement)
- Provide telephone number to customers on request (gas only)
- Customers informed of changes before take effect

- Ofgem initial view
 - Retain
 - Provide customers with access to relevant information on safety and security issues

SLC 21 – Publication of info to customers

- Supplier required to provide MPRN / MPAN
- Gas suppliers provide name and address of GT
 - Direction issued for DNs
- Provided in form and in accordance with terms directed by Authority:
 - With each bill or statement
 - Or annually (if no bill or statement)

SLC 21 – cont.

■ MPRN / MPAN

- Digits as directed by Authority
- Approved by Authority
- Used by licensee [in accordance with other electricity suppliers]*

*electricity only

■ Ofgem initial view

- Retain for MPAN / MPRN
 - Assist in problem resolution and change of supplier
- Review requirement for provision of GT name and address

SLC 25 – Efficient Use of Electricity / Gas

- Supplier submit CoP for approval by Authority
 - Setting out how make guidance available
 - Allow customers to make informed judgements
- CoP must include:
 - Preparation and making available a free statement on information and advice for customers
 - Arrangements for making sources available for customer to obtain further information (including telephone service)
 - Prepare and make available a free statement(s) of outside sources of information (including information on financial assistance)

SLC 25 – cont.

- Authority direct suppliers to bring information to the attention of customers
- Comply with SLC 26 and 27
 - Compliance, Authority approval, reporting etc
- Ofgem initial view
 - Retain obligations for domestic suppliers
 - Waiver for small domestic suppliers?
 - Remove obligations for non-domestic suppliers?
 - Further consideration of how obligations framed in licence

SLC 30A – Fuel Mix Disclosure

- Electricity suppliers provide information to customers on contribution of each energy source to total amount of electricity supplied and environmental impact
- Introduced by DTI to comply with IMED
- Ofgem initial view
 - Retain
 - Drafting changes?

SLC 40 – Information given to domestic customers

- Keep customers informed of consumption recorded by meter or estimated
 - Since last informed (electricity only)
 - Use meter read where available (electricity only)
 - With bill or statement (or annually if no bill or statement)
 - How calculate amount consumed from quantity supplied (gas only)
 - Temperature and pressure conversion adjustments (gas only)

- Provide last meter read on request

SLC 40 – cont.

- Customer information on energywatch
 - energywatch can help resolve complaints not resolved by supplier
 - How to contact energywatch
 - Information on each bill or statement (or annually)

- Ofgem initial view
 - Consider provision of consumption / meter read information together with further supplier work on billing and ADR
 - Retain obligations to provide information on energywatch

SLC 22 - Domestic premises

- Arrangement to facilitate Utility Act definitional changes
 - Expired 31 March 2003
- Contracts which were domestic or non-domestic at time customer entered into them (or entered into deemed contract) not to change definition for purpose of licence even if purpose of consumption varies
 - Views from group?
- Multi-site contracts
 - Retain provisions to allow domestic premises to be treated as non-domestic where owned by same company and used for same purpose

SLC 23 – Payments received in relation to Standards of Performance

- Requires pass through of payments received from DNOs, GTs and Shippers

- Initial view
 - Retain

SLC 49 – Assignment of Outstanding Charges

- Debt can be assigned where debt objection not possible
- Non payment of final bills

- Initial view
 - Remove
 - Not used in practice
 - Suppliers could employ bilateral agreements

SLC 50 - Modification of Provisions under Standard Conditions 46 and 49

- Authority can remove SLC 49 obligations if not significantly reduce un-recovered debts or is more costly to operate than the value of the debts
 - Remove
- Authority can remove SLC 46(4) – electricity only
 - SLC 46(4) allows suppliers to ignore termination notice if customer has unpaid debt > 28 days and demanded in writing
 - Prevents customers being put onto deemed contracts where provided termination notice but subsequently objected to for debt
 - Retain (subject to review of debt objections)
 - Gas equivalent?

A large, central version of the ofgem logo is positioned in the middle of the slide. It features the word "ofgem" in white lowercase letters on a rounded orange background. The background of the slide is a light blue gradient with a faint image of a power plug and a person sitting at a desk.

Promoting choice and value for all
gas and electricity customers