

Standard Special Condition A19. Provision of services for specific domestic customer groups

Arrangements in respect of meters

1. Where a relevant supplier or a gas supplier who is about to become such a supplier has, pursuant to paragraph 1(d) of standard condition 26 (Services for specific Domestic Customer groups) of its supply licence:
 - (a) transmitted to the licensee a request for the repositioning of a meter owned by the licensee; and
 - (b) undertaken to pay the licensee's reasonable expenses in complying with the request,then, so far as it is reasonably practicable and appropriate for it to do so, the licensee must comply with the request.

Services for vulnerable domestic customers

2. If a domestic customer who is of pensionable age, disabled, or chronically sick asks it to do so, the licensee must, free of charge, agree a password with that customer that can be used by any representative of the licensee to enable the customer to identify that person for the purpose of carrying out necessary work for which the password was agreed.
3. The licensee ~~must~~ shall provide facilities, free of charge ~~to a domestic customer~~, which enables ~~that any~~ domestic customer who is:
 - (a) blind or partially sighted; or
 - (b) deaf or hearing-impaired and in possession of appropriate equipment,

to ask or complain about any service provided by the licensee.

Provision of information

4. The licensee ~~must~~ shall prepare a statement, in plain ~~and intelligible~~ language, that sets out ~~and explains~~ **[WHAT DOES THIS ADD?]** its arrangements for complying with its obligations under this condition.

5. In relation to the statements prepared under paragraph 4, the licensee must:

(a) publish the statement on and make it readily accessible from its website;

(b) ~~take all~~ use reasonable ~~steps~~ endeavours to inform domestic customers whose premises are ~~connected to the licensee's~~ pipe-line system ~~to which the licence relates~~, at least once each year, of the existence of the statement and how to obtain it;

[NOTE: THIS FORM OF LANGUAGE IS USED IN THE LICENCE CONDITIONS GENERALLY TO DELINEATE THE SCOPE OF OBLIGATIONS WHERE A LICENSEE HOLDS MORE THAN ONE LICENCE – i.e. IN THE CASE OF THE RDN LICENCE NOT TO EXTEND THE OBLIGATIONS TO THE NTS: ‘LICENSEE’S PIPELINE SYSTEM’ DOES NOT DO THIS AS THE ‘LICENSEE’ IS THE SAME PERSON FOR BOTH NTS & RDN.]

(c) when asked to do so, provide to a domestic customer whose premises are ~~connected to the licensee's~~ pipe-line system ~~to which this licence relates~~ and who is blind, partially sighted, deaf, or hearing-impaired, the statements in a manner or a format that is suitable for that customer's special communication needs;

(d) when asked to do so, provide to a domestic customer whose premises are ~~connected to the licensee's~~ pipe-line system ~~to which the licence relates~~ and

whose first language is not English, such assistance or advice as will enable that person to understand the contents of the statements; and ~~PAUL ARE WE OK WITH THIS?~~

(e) give a copy of the statement on request and free of charge to any person who asks for one.

6. ~~The licensee may publish t~~The statement prepared under paragraph 4 ~~may, at as the licensee's choice, be published as~~ a single document ~~that may also includewith~~ the statements referred to in Standard Special Condition A20 (Arrangements for access to premises) and Standard Special Condition A21 (Procedure for dealing with complaints). **WE SUGGEST THIS FORM OF WORDS IS PREFERABLE AS IT IS CLEARER AND USES THE ACTIVE VOICE AS A PLAIN ENGLISH FORM**

7. For the purposes of this condition:

“pensionable age” has the meaning given in section 48(2B) of the ~~Gas Act 1986.~~
[NOTE: “ACT” IS A DEFINED TERM IN A3.]

Standard Special Condition A20. Arrangements for access to premises

1. The licensee ~~must~~shall use ~~take~~ all reasonable ~~steps~~endeavours to ensure that each representative of the licensee who visits a customer's premises on its behalf:
[WHILE THIS CONDITION IS NOT LIMITED TO DOMESTIC CUSTOMERS, IT IS CLEARLY AIMED AT PROTECTING SMALLER CUSTOMERS – AS SUCH IT APPEARS THAT THIS MATERIAL, AS WITH THE REST OF CONDITIONS A19-22, SHOULD BE MOVED TO PART D OF THE LICENCES]
 - (a) possesses the skills necessary to perform the required function;
 - (b) can be readily identified as a representative of the licensee by a member of the public;
 - (c) uses any password that the licensee has agreed with the customer in accordance with paragraph ~~3~~2 of Standard Special Condition A19 (Provision of services for specific domestic customer groups);
 - (d) is a fit and proper person to visit and enter the customer's premises; and
 - (e) is able to inform the customer, on request, of the gas emergency helpline number;
2. The licensee must ~~take~~use all reasonable ~~steps~~endeavours, where ~~a~~its representatives exercise ~~the licensee's~~s ~~the~~ powers of entry conferred by Schedule 2B (the Gas Code) to the Act, to avoid undue disturbance to owners or occupiers of premises as a result of visits being made to their premises by its representatives and the representatives of other holders of licences granted or treated as granted under the Act ~~license holders~~ exercising powers of entry for like purposes.
3. The licensee ~~must~~shall:
 - (a) prepare a statement that sets out, in plain and intelligible language, its arrangements for complying with its obligations under paragraph 1;
 - (b) publish that statement on₂ and make it readily accessible from₂ its website ;
and

- (c) at least once each year, ~~take use~~ all reasonable ~~steps endeavours~~ to inform customers whose premises are connected to the licensee's pipe-line system to which this licence relates of the existence of the statement and how to obtain it;
- (d) when asked to do so, provide to a customer whose premises are connected to the licensee's pipe-line system to which this licence relates and, who is blind, partially sighted, deaf, or hearing-impaired, the statements in a manner or a format that is suitable for that customer's special communication needs;
- (e) when asked to do so, provide to a customer, whose premises are connected to the licensee's pipe-line system to which this licence relates and whose first language is not English such assistance or advice as will enable that person to understand the contents of the statements; and
- (f) give a copy of the statement on request and free of charge to any person who asks for one.
4. The licensee may publish ~~the~~ the statement prepared under paragraph 1 ~~may, at the licensee's choice, be prepared and published~~ as a single document ~~that may also include with~~ the statements referred to in Standard Special Condition A19 (Provision of services for specific domestic customer groups) and Standard Special Condition A21 (Procedure for dealing with complaints). **[NOTE: SEE COMMENT IN RELATION TO A19(6) ABOVE]**

5. In paragraph 2, the reference to visiting premises includes a reference to entry under the authority of a warrant obtained under the Rights of Entry (Gas and Electricity Boards) Act 1954.

Standard Special Condition A21. Procedure for dealing with complaints

1. The licensee ~~must produce~~shall prepare, maintain and comply with a procedure for dealing with any complaint made by a domestic customer about any of its activities relating to ~~the conveyance of gas or about~~ the manner in which the licensee conducts its transportation business.
2. The licensee ~~must~~shall prepare a statement, in plain and intelligible language, that sets out and explains the procedure that is required under paragraph 1.
3. ~~In relation to the statement prepared under paragraph 2~~ The licensee ~~must~~shall:
 - (a) publish the statement prepared under paragraph 2 on and make it readily accessible from its website;
 - (b) at least once each year, take all reasonable steps to inform domestic customers whose premises are connected to the licensee's pipe-line system to which this licence relates, of ~~the procedure~~that statement and how to obtain a copy of it;
 - (c) when asked to do so, provide to a domestic customer whose premises are connected to the licensee's pipe-line system to which this licence relates and who is blind, partially sighted, deaf, or hearing-impaired, ~~the copies of that statements~~ in a manner or a format that is suitable for that customer's special communication needs;
 - (d) when asked to do so, provide to a domestic customer whose premises are connected to the licensee's pipe-line system to which this licence relates and whose first language is not English, such assistance or advice as will enable that person to understand the contents of ~~thate~~ statements; and

- (e) give a copy of that ~~procedure-statement~~ on request and free of charge to any person ~~who asks for one~~.
4. ~~The licensee may publish t~~The statement prepared under paragraph 2~~-may, -at~~
~~the licensee's choice, be prepared and published in the form of~~ a single
document ~~that may also include~~with the statements~~s~~ referred to in Standard
Special Condition A19 (Provision of services for specific domestic customer
groups) and Standard Special Condition A20 (Arrangements for access to
premises). **[NOTE: SEE COMMENT IN RELATION TO A19(6) ABOVE]**

Standard Special Condition A22. Reporting on Performance

1. The licensee ~~must~~ shall provide the Authority and the Consumer Council with information specified by the Authority relating to matters that it reasonably considers are relevant to the licensee's dealings with:
 - (a) domestic customers; and
 - (b) customers under the Gas (Standards of Performance) Regulations 2005 (SI 2005/1135) as amended (the "regulations").
2. The information referred to in paragraph 1 may, in particular, include information about:
 - (a) the number of performance failures by the licensee under the regulations; and
 - (b) the number and value of compensation payments made by the licensee under the regulations.
3. The information provided by the licensee ~~under~~ pursuant to paragraph 1 must be in the form of a statistical record having such content and being presented in such a format and at such intervals of time as the Authority may from time to time direct following consultation with the licensee and the Consumer Council.
4. The obligations ~~of~~ contained in this condition shall apply in respect of each Distribution Network (as defined in Special Condition E1 (Revenue restriction definitions in respect of the Distribution Network)) or the NTS (as defined in Special Condition C8A (Revenue Restriction Definitions in respect of the NTS transportation owner activity and NTS system operation activity)), as applicable, ~~of~~ the this licence.

Standard Special Condition A23. Not Used

Standard Special Condition A24. Not Used

Standard Special Condition A25. Not Used