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**LICENCE MODIFICATION DECISIONS (Complaints Handling Procedures)**  
**(Appendices 19-22)**

**Appendix 19**

**Electricity Act 1989**  
**Section 11A**

**MODIFICATION OF THE STANDARD LICENCE CONDITIONS OF ELECTRICITY SUPPLY LICENCES GRANTED UNDER SECTION 6 OF THE ELECTRICITY ACT 1989**

Whereas –

1. Each of the companies to whom this document is addressed (a "Licence Holder") has been granted a licence (a "Licence") under section 6 of the Electricity Act 1989 (the "Act") to supply electricity subject to the conditions contained in its Licence.
2. In accordance with section 11A(3) of the Act the Gas and Electricity Markets Authority (the "Authority") gave notice on 27 August 2008 (the "Notice") that it proposed to make modifications to standard licence conditions ("SLCs") ("SLC") 25.7 (compensation under complaint procedure) and SLCs 31.4 and 31.5 (procedure to deal with complaints) of the Licence and by requiring any objections or representations to the modification to be made on or before 24 September 2008.
3. In accordance with section 49A of the Act, the reasons for making the licence modifications are those stated in the Notice.
4. In accordance with section 11A(4)(b) of the Act, the Authority gave such notice of its intention to make the modifications to the Secretary of State and has not received a direction not to make the modifications.
5. Prior to the close of the consultation period in respect of the Notice the Authority received no responses which constituted a formal objection. All non-confidential responses have been placed in the Ofgem library and on the Ofgem website.
6. The Authority has carefully considered in relation to the proposed modifications all representations received.

**Now therefore**

In accordance with the power contained in section 11A of the Act, the Authority hereby modifies the standard licence conditions and standard special conditions for all electricity supply licences in the manner specified in the attached Schedules 1-2 with effect on and from 1 October 2008.

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**The Official Seal of the Gas and Electricity Markets Authority  
here affixed is authenticated by the signature of**



.....  
**Mark Feather, Director Industry Codes and Licensing  
Duly Authorised on behalf of the Authority**

**1 October 2008**

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**Appendix 19 - schedule 1****Modification to Standard Licence Condition 25 of the Electricity Supply Licence  
(Marketing electricity to Domestic Customers)**

1. SLC 25 (Marketing electricity to Domestic Customers) is amended as set out in paragraph 2 below.
2. Delete paragraph 25.7 from SLC 25.

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## **Appendix 19 - schedule 2**

### **Modification to Standard Licence Condition 31 of the Electricity Supply Licence (General Information for Domestic Customers)**

- 1.** SLC 31 (General Information for Domestic Customers) is amended as set out in paragraph 2 below.
- 2.** Delete paragraphs 31.4 and 31.5 from SLC 31.

**Gas Act 1986**

**Section 23(1)(b)**

**MODIFICATION OF THE STANDARD CONDITIONS OF THE GAS SUPPLY LICENCES GRANTED UNDER SECTION 7A OF THE GAS ACT 1986**

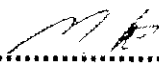
Whereas -

1. Each of the companies to whom this document is addressed (a "Licence Holder") has been granted a licence (a "Licence") under section 7A of the Gas Act 1986 (the "Act") to supply gas subject to the conditions contained in its Licence.
2. In accordance with section 23(3) of the Act, the Gas and Electricity Markets Authority (the "Authority") gave notice on 27 August 2008 (the "Notice") that it proposed to make modifications to standard licence conditions ("SLCs") 25.7 (compensation under complaint procedure) and SLCs 31.5 and 31.6 (procedure to deal with complaints) of the Licence and by requiring any objections or representations to the modifications to be made on or before 24 September 2008.
3. In accordance with section 38A of the Act, the reasons for making the licence modifications are those stated in the Notice.
4. In accordance with section 23(4)(b) of the Act, the Authority gave such notice of its intention to make the modifications to the Secretary of State and has not received a direction not to make the modification.
5. Prior to the close of the consultation period in respect of the Notice, the Authority received no responses which constituted a formal objection. All non-confidential responses have been placed in the Ofgem library and on the Ofgem website.
6. The Authority has carefully considered in relation to the proposed modification all representations received.

**Now therefore**

In accordance with the powers contained in section 23(1)(b) of the Act, the Authority hereby modifies the standard licence conditions and standard special conditions for all gas supply licences in the manner specified in the attached Schedules 1-2 with effect on and from 1 October 2008.

**The Official Seal of the Gas and Electricity Markets Authority  
here affixed is authenticated by the signature of**

  
.....

**Mark Feather, Director Industry Codes and Licensing  
Duly Authorised on behalf of the Authority**

**1 October 2008**

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**Appendix 20 - schedule 1****Modification to Standard Licence Condition 25 of the Gas Supply Licence  
(Marketing gas to Domestic Customers)**

1. SLC 25 of the Gas Supply Licence is amended as set out in paragraph 2 below.
2. Delete paragraph 25.7 from SLC 25.

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## **Appendix 20 - schedule 2**

### **Modification to Standard Licence Condition 31 (General Information for Domestic Customers) of the Gas Supply Licence**

1. SLC 31 is amended as set out in paragraph 2 below.
2. Delete paragraphs 31.5 and 31.6 from SLC 31.

**Electricity Act 1989  
Section 11A**

**MODIFICATION OF THE STANDARD LICENCE CONDITIONS OF ELECTRICITY  
DISTRIBUTION LICENCES GRANTED UNDER SECTION 6 OF THE ELECTRICITY  
ACT 1989**

Whereas –

- 1.** Each of the companies to whom this document is addressed (a "Licence Holder") has been granted a licence (a "Licence") under section 6 of the Electricity Act 1989 (the "Act") to distribute electricity subject to the conditions contained in its Licence.
- 2.** In accordance with section 11A(3) of the Act the Gas and Electricity Markets Authority (the "Authority") gave notice on 27 August 2008 (the "Notice") that it proposed to make modifications to standard licence conditions ("SLCs") 9.2(c) and SLC 9.4 (Arrangements for access to premises), SLC 10.9 (Procedure for dealing with domestic consumer complaints), SLC 10.10 (requirement to publicise services and procedure) and SLC 11.1(b) (Reporting on performance) of the Licence and by requiring any objections or representations to the modification to be made on or before 24 September 2008.
- 3.** In accordance with section 49A of the Act, the reasons for making the licence modifications are those stated in the Notice.
- 4.** In accordance with section 11A(4)(b) of the Act, the Authority gave such notice of its intention to make the modifications to the Secretary of State and has not received a direction not to make the modifications.
- 5.** Prior to the close of the consultation period in respect of the Notice the Authority received no responses which constituted a formal objection. All non-confidential responses have been placed in the Ofgem library and on the Ofgem website.
- 6.** The Authority has carefully considered in relation to the proposed modifications all representations received.

**Now therefore**

In accordance with the power contained in section 11A of the Act, the Authority hereby modifies the standard licence conditions and standard special conditions for all electricity distribution licences in the manner specified in the attached Schedules 1-3 with effect on and from 1 October 2008.



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**The Official Seal of the Gas and Electricity Markets Authority  
here affixed is authenticated by the signature of**



.....  
**Mark Feather, Director Industry Codes and Licensing  
Duly Authorised on behalf of the Authority**

**1 October 2008**

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**Appendix 21 - schedule 1****Modification to Standard Licence Condition 9 (Arrangements for access to premises)  
of the Electricity Distribution Licence**

1. SLC 9 of the Electricity Distribution Licence is amended as set out in paragraph 2 below.
2. Delete 'and complaints procedure' from SLC 9.2(c) and 'and complaints procedure' from SLC 9.4.

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## **Appendix 21 - schedule 2**

### **Modification to Standard Licence Condition 10 (Special Services and complaints procedure) of the Electricity Distribution Licence**

- 1.** SLC 10 of the Electricity Distribution Licence is amended as set out in paragraphs 2-4 below.
- 2.** Delete 'and complaints procedure' from the heading of SLC 10.
- 3.** Delete SLC 10.9.
- 4.** Delete 'and' from SLC 10.10(a) and delete 'the procedure that it is required to have under paragraph 10.9 for dealing with complaints received from Domestic Customers' from SLC 10.10(b).

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## **Appendix 21 - schedule 3**

### **Modification to Standard Licence Condition 11 (Reporting on performance) of the Electricity Distribution Licence**

- 1.** SLC 11 of the Electricity Distribution Licence is amended as set out in paragraph 2 below.
- 2.** Delete 'and complaints procedure' from SLC 11.1(b).

**Gas Act 1986**

**Section 23(1)(b)**

**MODIFICATION OF THE STANDARD CONDITIONS AND STANDARD SPECIAL  
CONDITIONS OF THE GAS TRANSPORTER LICENCES GRANTED UNDER SECTION  
7 OF THE GAS ACT 1986**

Whereas –

1. Each of the companies to whom this document is addressed (a "Licence Holder") has been granted a licence (a "Licence") under section 7 of the Gas Act 1986 (the "Act") to transport gas subject to the conditions contained in its Licence.
2. In accordance with section 23(3) of the Act, the Gas and Electricity Markets Authority (the "Authority") gave notice on 27 August 2008 (the "Notice") that it proposed to make modifications to standard licence condition ("SLC") 17 (Provision of services for specific domestic customer groups), SLC 18 (Arrangements for access to premises), SLC 19 (Procedure for dealing with complaints) and SLC 21 (Reporting on Performance) and standard special condition ("SSC") D13 (Provision of services for specific customer groups), SSC D14 (Arrangements for Access to Premises), D15 (Procedure for dealing with complaints) and SSC D16 (Reporting on Performance) of the Licence and by requiring any objections or representations to the modifications to be made on or before 24 September 2008.
3. In accordance with section 38A of the Act, the reasons for making the licence modifications are those stated in the Notice.
4. In accordance with section 23(4)(b) of the Act, the Authority gave such notice of its intention to make the modifications to the Secretary of State and has not received a direction not to make the modification.
5. Prior to the close of the consultation period in respect of the Notice, the Authority received no responses which constituted a formal objection. All non-confidential responses have been placed in the Ofgem library and on the Ofgem website.
6. The Authority has carefully considered in relation to the proposed modification all representations received.

**Now therefore**

In accordance with the powers contained in section 23(1)(b) of the Act, the Authority hereby modifies the standard licence conditions and standard special conditions for all gas transporter licences in the manner specified in the attached Schedules 1-8 with effect on and from 1 October 2008.

**The Official Seal of the Gas and Electricity Markets Authority  
here affixed is authenticated by the signature of**

.....

**Mark Feather, Director Industry Codes and Licensing  
Duly Authorised on behalf of the Authority**

**1 October 2008**

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## **Appendix 22 - schedule 1**

### **Modification to Standard Licence Condition 17 (Provision of services for specific domestic customer groups) of the Gas Transporter Licence**

1. SLC 17 of the Gas Transporter Licence is amended as set out in paragraph 2 below.
2. Delete 'and Standard Condition 19 (Procedure for dealing with complaints)' from SLC 17.6.

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## **Appendix 22 – schedule 2**

### **Modification to Standard Licence Condition 18 (Arrangements for access to premises) of the Gas Transporter Licence**

- 1.** SLC 18 of the Gas Transporter Licence is amended as set out in paragraph 2 below.
- 2.** Delete 'and Standard Condition 19 (Procedure for dealing with complaints)' from SLC 18.

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## **Appendix 22 – schedule 3**

### **Modification to Standard Licence Condition 19 (Procedure for Dealing with complaints) of the Gas Transporter Licence**

- 1.** SLC 19 of the Gas Transporter Licence is amended as set out in paragraph 2 below.
- 2.** Delete SLC 19 (Procedure for dealing with complaints) in its entirety.



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## **Appendix 22 - schedule 4**

### **Modification to Standard Licence Condition 21 (Reporting on Performance) of the Gas Transporter Licence**

1. SLC 21 of the Gas Transporter Licence is amended as set out in paragraph 2 below.
2. Delete 'and Standard Condition 19 (Procedure for dealing with complaints)' from SLC 21.

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## **Appendix 22 – schedule 5**

### **Modification to Standard Special Condition D13 (Provision of services for specific customer groups) of the Gas Transporter Licence**

- 1.** SSC D13 (Provision of services for specific customer groups) of the Gas Transporter Licence is amended as set out in paragraph 2 below.
- 2.** Delete 'and Standard Special Condition D15 (Procedure for dealing with complaints)' from SSC D13.6.

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## **Appendix 22 – schedule 6**

### **Modification to Standard Special Condition D14 (Arrangements for Access to Premises) of the Gas Transporter Licence**

- 1.** SSC D14 (Arrangements for Access to Premises) of the Gas Transporter Licence is amended as set out in paragraph 2 below.
- 2.** Delete 'and Standard Special Condition D15 (Procedure for dealing with complaints)' from SSC D14.5.

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## **Appendix 22 – schedule 7**

### **Modification to Standard Special Condition D15 (Procedure for Dealing with complaints) of the Gas Transporter Licence**

- 1.** SSC D15 of the Gas Transporter Licence is amended as set out in paragraph 2 below.
- 2.** Delete SSC D15 (Procedure for dealing with complaints) in its entirety.

## **Appendix 22 – schedule 8**

### **Modification to Standard Special Condition D16 (Reporting on Performance) of the Gas Transporter Licence**

- 1.** SSC D16 (Reporting on Performance) of the Gas Transporter Licence is amended as set out in paragraph 2 below.
- 2.** Delete 'and Standard Special Condition D15 (Procedure for dealing with complaints)' from SSC D16.1.