

**To: All holders of a gas supply licence**

**Gas Act 1986  
Section 23(1)(b)**

**MODIFICATION OF THE STANDARD CONDITIONS OF GAS SUPPLY LICENCES  
GRANTED UNDER SECTION 7A(1) 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(1) of the Gas Act 1986 ("the Act") to supply gas subject to the conditions contained in the Licence.

2. In accordance with section 23(2) of the Act the Gas and Electricity Markets Authority ("the Authority") gave notice on 20 December 2012 ("the Notice") that it proposed to make modifications to Standard Conditions 1 (Definitions for standard conditions), 4 (Licensee's payments to Authority), 25 (Marketing gas to Domestic Customers) and 31 (General information for Domestic Customers) of the Licence and by requiring any representations to the modification to be made on or before 23 January 2013.

3. 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.

4. Prior to the close of the consultation period in respect of the Notice, the Authority received one response. All non-confidential responses have been placed on the Ofgem website.

5. The Authority has carefully considered in relation to the proposed modification all representations received.

6. In accordance with section 38A of the Act the Authority gives the following reasons for making the licence modifications:

- i. to remove any obsolete references relating to the payment to the Authority of the costs incurred by the Competition Commission in connection with any reference made to it; and
- ii. replace any references to "Consumer Direct" with "Citizens Advice consumer service".

7. The effect of the modifications will be to:

- i. remove the definitions for "Estimated Costs", "Relevant Proportion" and "Competition Commission" in Standard Condition 1;
- ii. replace any reference to "Consumer Direct" with "Citizens Advice consumer service" in Standard Conditions 1, 25.12(e) and 31; and
- iii. remove paragraphs 4.1 to 4.3 of Standard Condition 4. The words "Not used" will be inserted under the Standard Condition 4 heading (Licensee's payments to Authority).

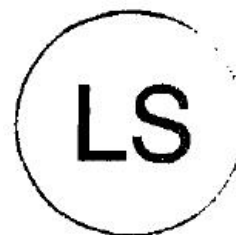
8. Where an application for permission to appeal the Authority's decision is made to the Competition Commission under section 23B of the Act, Rule 5.7 of the Competition Commission's Energy Licence Modification Appeals Rules requires that the appellant must send to any relevant licence holders who are not parties to the appeal a non-confidential notice setting out the matters required in Rule 5.2. The attached Schedule 1 provides a list of the relevant licence holders in relation to this modification direction. The meaning of 'relevant licence holder' is set out in section 23(10) of the Act.

**Now therefore**

In accordance with the powers contained in section 23(1)(b) of the Act, the Authority hereby modifies the standard licence conditions for all gas supply licences in the manner specified in the attached Schedule 1. This decision will take effect on and from 3 April 2013.

This document constitutes notice of the reasons for the decision to modify the gas supply licences as required by section 38A of the Act.

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



**PAUL HESELTINE**

**Associate Director Finance and Risk Management**

**Duly authorised on behalf of the  
Gas and Electricity Markets Authority**

**6 February 2013**

## Schedule 1

### Gas Supplier relevant Licensees list

Abacus Financial Limited	05301473	Quadrant House, Floor 6, 4 Thomas More Square, London, E1W 1YW, Great Britain
Access Energy Solutions Limited	4677902	10 Nursery View, Faringdon, Oxfordshire, SN7 8SJ, Great Britain
Adrian Francis Associates Limited	4509718	Reedham House, 31 King Street West, Manchester, M3 2PJ, Great Britain
AMRECS LLC	27-0858771	44 Wall Street, 12th Floor, New York, NY 10005, USA
Atlantic Gas Limited	SC288230	Inveralmond House, 200 Dunkeld Road, Perth, Perthshire, PH1 3AQ, Great Britain
Axis Telecom Limited	4343227	37-43 Shirethorn House, Prospect Street, Hull, East Yorkshire, HU2 8PX, Great Britain
BES Commercial Electricity Limited	06882734	Parkside Stand, Fleetwood Town Football Club, Park Avenue, Fleetwood, FY7 6TX, United Kingdom
Better Business Energy Limited	06947076	Unit 18, The Bridge Business Centre, Beresford Way, Chesterfield, Derbyshire, S41 9FG, Great Britain
Better Energy Supply Limited	7176401	68 Musters Road, West Bridgford, Nottingham, NG2 7PR, Great Britain
Blizzard Utilities Limited	05962917	Swan Court, Waterhouse Street, Hemel Hempstead, Hertfordshire, HP1 1DS, Great Britain
BP Gas Marketing Limited	908982	Chertsey Road, Sunbury On Thames, Middlesex, TW16 7BP, Great Britain
Brilliant Energy Limited	7283391	c/o Callax Limited, Level 7, Tower 42, 25 Old Broad Street, London, EC2N 1HN, United Kingdom
Britannia Gas Limited	7392453	Sadler House, 14-16 Sadler Street, Middleton, Manchester, M24 5UJ, England
British Gas Trading Limited	3078711	Millstream, Maidenhead Road, Windsor, Berkshire, SL4 5GD, Great Britain
Business Energy Solutions Limited	4408013	Parkside Stand, Fleetwood Town Football Club, Park Avenue, Fleetwood, FY7 6TX, United Kingdom
Chevron Products UK Limited	03600726	1 Westferry Circus, Canary Wharf, London, E14 4HA, Great Britain
Cofathec Heatsave Limited	1382270	c/o Michael Booth, Stuart House, Coronation Road, Cressex Business Park, High Wycombe, Buckinghamshire, HP12 3TA, Great Britain
Contract Natural Gas Limited	2897253	CNG House, 5 Victoria Avenue, Harrogate, North Yorkshire, HG1 1EQ, Great Britain
Co-Operative Energy Limited	06993470	Co-Operative House, Warwick Technology Park Gallows Hill, Warwick, CV34 6DA, Great Britain
Corona Energy Retail 1 Limited	3241002	Edward Hyde Building, 38 Clarendon Road, Watford, WD17 1JW, Great Britain
Corona Energy Retail 2 Limited	SC138299	50 Lothian Road, Festival Square, Edinburgh, EH3 9WJ, United Kingdom
Corona Energy Retail 3 Limited	2746961	Edward Hyde Building, 38 Clarendon Road, Watford, WD17 1JW, Great Britain
Corona Energy Retail 4 Limited	2798334	Edward Hyde Building, 38 Clarendon Road, Watford, WD17 1JW, Great Britain
Countrywide Farmers Plc	3776711	Countrywide House, Asparagus Way, Vale Park, Evesham, Worcestershire, WR11 1GN, Great Britain
Crown Oil Limited	1315556	The Oil Centre, Bury New Road, Heap Bridge,

		Bury, Lancashire, BL9 7HY, Great Britain
Daligas Limited	7908584	178 Seven Sisters Road, London, N7 7PX, Great Britain
Data Energy Management Services Limited	2668566	Bentfield Place, Bentfield Road, Stansted, Essex, CM24 8HL, Great Britain
Distrigas S.A.	654.126	Rue de Lindustrie 10, Brussels, 1000, Belgium
Distrigaz S.A/NV	34.991	Avenue Des Arts, 31, Brussels, 1040, Belgium
Dong Energy Sales (UK) Limited	2405635	1-3 Strand, London, WC2N 5EJ, Great Britain
Dong Energy Sales (UK) Limited	2405635	1-3 Strand, London, WC2N 5EJ, Great Britain
Dong Naturgas A/S	CVR nr 27210538	Agern Alle 24 - 26, Horsholm, 2970, Denmark
Donnington Energy Limited	7109298	Lambourne House, 311-321 Banbury Road, , Oxford, OX2 7JH, United Kingdon
Dual Energy Direct Limited	6468946	4th Floor, Premium House, The Esplanade, Worthing, West Sussex, BN11 2BJ, Great Britain
E.ON Energy Gas (Eastern) Limited	4060387	Westwood Way, Westwood Business Park, Coventry, CV4 8LG, Great Britain
E.ON Energy Gas (Northwest) Limited	2850031	Westwood Way, Westwood Business Park, Coventry, CV4 8LG, Great Britain
E.ON Energy Solutions Limited	3407430	Westwood Way, Westwood Business Park, Coventry, CV4 8LG, Great Britain
E.ON UK Gas Limited	2436332	Westwood Way, Westwood Business Park, Coventry, CV4 8LG, Great Britain
E.ON UK Plc	2366970	Westwood Way, Westwood Business Park, Coventry, CV4 8LG, Great Britain
Eco Green Management Limited	6957198	6 Gainsborough Drive, Leeds, LS16 7PF, Great Britain
Economy Energy Trading Limited	07513319	Rapide House, Siskin Parkway West, Coventry, Warwickshire, CV3 4PB, Great Britain
Economy Gas Limited	3063407	Universal House, Longley Lane, Manchester, M22 4SY, United Kingdom
EDF Energy Customers Plc	2228297	40 Grosvenor Place, Victoria, London, SW1X 7EN, Great Britain
EDF Trading Limited	3750288	80 Victoria Street, Cardinal Place, 3rd Floor, London, SW1E 5JL, Great Britain
Energy 2 Sell Gas Supply Limited	07105582	C/O Gilmond Consulting, Richmond House, Richmond Hill, Bournemouth, BH2 6EQ, Great Britain
Energy Data Company Limited	4741972	Hurst House, 131-133 new London Road, Chelmsford, Essex, CM2 0QT, Great Britain
Energy For Business Limited	3947123	Unit 3A, Rudgate Court, Rudgate, Walton, Wetherby, West Yorkshire, LS23 7BF, Great Britain
ENI Trading & Shipping S.P.A	09598861004	Via Laurentina 449, 00142, Rome, Italy
Eni UK Limited	862823	ENI House, 10 Ebury Bridge Road, London, SW1W 8PZ, Great Britain
First Utility Limited	05070887	Point 3, Opus 40 Business Park, Haywood Road, Warwick, CV34 5AH, United Kingdom
Flow Energy Limited	7489062	Felaw Maltings, Ground Floor, 48 Felaw Street, Ipswich, IP2 8PN, United Kingdom
Flow Energy Limited	7489062	Felaw Maltings, Ground Floor, 48 Felaw Street, Ipswich, IP2 8PN, United Kingdom
Gas Plus Supply Limited	05199935	Network HQ, 333 Edgware Road, London, NW9 6TD, Great Britain
Gazprom Marketing & Trading Retail Limited	03904624	20 Triton Street, London, NW1 3BF, Great Britain

GDF Suez Energy UK Limited	2706333	1 City Walk, Leeds, West Yorkshire, LS11 9DX, Great Britain
GDF Suez Marketing Limited	4236804	1 City Walk, Leeds, West Yorkshire, LS11 9DX, Great Britain
GDF Suez Sales Limited	3814495	1 City Walk, Leeds, West Yorkshire, LS11 9DX, Great Britain
GDF Suez Solutions Limited	3814488	1 City Walk, Leeds, West Yorkshire, LS11 9DX, Great Britain
Goldgas UK Limited	7508167	6th Floor, 94-96 Wigmore Street, London, W1U 3RF, Great Britain
Good Energy Gas Limited	5501445	Monkton Reach, Monkton Hill, Chippenham, SN15 1EE, Great Britain
I.C.S. 1989 Limited	2393007	1 Minster Court, Tuscam Way, Camberley, Surrey, GU15 3YY, Great Britain
ICD Gas Limited	3302389	13 Hurstdene Gardens, London, N15 6NA, Great Britain
International Power Fuel Company Limited	3867156	Senator House, 85 Queen Victoria Street, London, EC4V 4DP, Great Britain
International Power Plc	2366963	Senator House, 85 Queen Victoria Street, London, EC4V 4DP, Great Britain
J.P. Morgan Energy Europe Limited	3704235	25 Bank Street, Canary Wharf, London, E14 5JP, United Kingdom
JP Morgan Securities Plc	2711006	25 Bank Street, Canary Wharf, London, E14 5JP, United Kingdom
K O Brokers Limited	5946858	Euro House, 1394 High Road, Whetstone, London, N20 9YZ, Great Britain
KAL-Energy Limited	8205335	39-43 Bridge Street, Mexborough, South Yorkshire, S64 8AP, United Kingdom
Lourdes Associates Limited	5943708	Holbeche House, 1 Coleshill Street, Sutton Coldfield, West Midlands, B72 1SD, Great Britain
Lovely Energy Limited	07320157	72 Hawlands, Rugby, Warwickshire, CV21 1LJ, United Kingdom
Macquarie Bank Limited	46 008 583 542	Ropemaker Place, 28 Ropemaker Street, London, EC2Y 9HD, Great Britain
Macquarie Commodities Finance (UK) Limited	05259503	Ropemaker Place, 28 Ropemaker Street, London, EC2Y 9HD, Great Britain
Macquarie Factoring (UK) Limited	06863285	Ropemaker Place, 28 Ropemaker Street, London, EC2Y 9HD, Great Britain
Nationwide Electricity Limited	6735712	Unit 1, Maple Court, Maple Road, Tankersley, Barnsley, South Yorkshire, S75 3DP, United Kingdom
Nationwide Gas Limited	4332086	3 Pegasus House, Pegasus Court, Olympus Avenue, Warwick, Warwickshire, CV34 6LW, Great Britain
North Sea Gas Limited	2651748	Wellesbourne House, Walton Road, Wellesbourne, Warwick, CV35 9JB, Great Britain
Npower Commercial Gas Limited	3768856	Windmill Hill Business Park, Whitehill Way, Swindon, Wiltshire, SN5 6PB, Great Britain
Npower Direct Limited	3782443	Windmill Hill Business Park, Whitehill Way, Swindon, Wiltshire, SN5 6PB, Great Britain
Npower Gas Limited	2999919	Windmill Hill Business Park, Whitehill Way, Swindon, Wiltshire, SN5 6PB, Great Britain
Npower Northern Limited	3432100	Windmill Hill Business Park, Whitehill Way, Swindon, Wiltshire, SN5 6PB, Great Britain
Npower Yorkshire Limited	3937808	Windmill Hill Business Park, Whitehill Way, Swindon, Wiltshire, SN5 6PB, Great Britain
Open4Energy Limited	04411434	8 Forty Green Drive, Marlow, Bucks, SL7 2JY, Great Britain
Opus Energy Limited	4382246	Lambourne House, 311-321 Banbury Road,

		Summertown, Oxford, OX2 7JF, United Kingdom
Opus Gas Supply Limited	06874709	Lambourne House, 311-321 Banbury Road, Summertown, Oxford, OX2 7JF, United Kingdom
Ovo Gas Limited	6752915	Wellington House, Kemble Enterprise Park, Kemble, Cirencester, Gloucestershire, GL7 6BQ, Great Britain
Pan-Utility Limited	5000782	Phoenix House, Desborough Park Road, High Wycombe, Buckinghamshire, HP12 3BQ, Great Britain
Regent Gas Limited	3117150	17 Metro Centre, Britannia Way Park Royal, London, NW10 7PA, Great Britain
RWE Npower Plc	3892782	Windmill Hill Business Park, Whitehill Way, Swindon, Wiltshire, SN5 6PB, Great Britain
RWE Supply and Trading GmbH	HRB 14327	St Peters House, 130 Wood Street, London, EC2V 6DL, Great Britain
S. C. Isramart SRL	RO 25620601	Str. Carpatilor No 55, Bl. D19, Sc.B, Ap.11, 500269 Brasov, Brasov, Romania
Scottish Hydro Electric Gas Limited	SC288231	Inveralmond House, 200 Dunkeld Road, Perth, Perthshire, PH1 3AQ, Great Britain
ScottishPower Energy Retail Limited	SC190287	1 Atlantic Quay, Robertson Street, Glasgow, G2 8SP, Great Britain
Seaboard Energy Gas Limited	3042795	40 Grosvenor Place, Victoria, London, SW1X 7EN, Great Britain
SmartestEnergy Limited	3994598	Dashwood House, 69 Old Broad Street, London, EC2M 1QS, Great Britain
Social Ventures in Energy Limited	7801990	A J Carter & Co, 22b High Street, Witney, Oxfordshire. OX28 6RB, Great Britain
Société Valmy Défense 17	493467591	37 Avenue du Maréchal de Lattre de Tassigny, 59350 Saint André Lez Lille, France
Southern Electric Gas Limited	2716495	55 Vastern Road, Reading, RG1 8BU, Great Britain
Spark Energy Supply Limited	05857467	Regent House, 316 Beulah Hill, Upper Norwood, London, SE19 3HF, Great Britain
SSE Energy Supply Limited	3757502	55 Vastern Road, Reading, RG1 8BU, Great Britain
Statoil (UK) Limited	1285743	1 Kingdom Street, London, W2 6BD, Great Britain
Statoil Gas Trading Limited	3161976	1 Kingdom Street, London, W2 6BD, Great Britain
SWALEC Gas Limited	2624695	55 Vastern Road, Reading, RG1 8BU, Great Britain
Swift Administration Limited	5022020	52 High Street, Pinner, Middlesex, HA5 5PW, Great Britain
Team Gas and Electricity Limited	4472260	Derry Lodge, 37 Leeds Road, Harrogate, HG2 8AY, United Kingdom
Telecom Plus Plc	3263464	Network HQ, 333 Edgware Rd, London, NW9 6TD, Great Britain
The Nuclear Decommissioning Authority		Herdus House, Westlakes Science and Technology Park, Moor Row, Cumbria, CA24 3HU, Great Britain
The Renewable Energy Company Limited	3043412	Unicorn House, 7 Russell Street, Stroud, Gloucestershire, GL5 3AX, Great Britain
The Royal Bank of Scotland Public Limited Company	SC090312	36 Andrew Square, Edinburgh, EH2 2YB, Great Britain
Total Energy Gas Supplies Limited	3869419	CNG House, 5 Victoria Avenue, Harrogate, North Yorkshire, HG1 1EQ, Great Britain
Total Gas & Power Limited	2172239	10 Upper Bank Street, Canary Wharf, London, E14 5BF, Great Britain
TXU Europe (AHG) Limited	2630844	Westwood Way, Westwood Business Park, Coventry, CV4 8LG, Great Britain

UK Healthcare Corporation Limited	04398605	Portland Buildings, 127-129 Portland Street, Manchester, M1 4PZ, Great Britain
Unigas Limited	03432794	545 Hyde Road, Manchester, M1Z 5NQ, Great Britain
Universal Bioenergy Limited	6127521	117 Dartford Road, Dartford, Kent, DA1 3EN, Great Britain
Utilita Energy Limited	4849181	Secure House, Moorside Road, Winchester, SO23 7RX, United Kingdom
Utilita Gas Limited	4849175	Secure House, Moorside Road, Winchester, Hampshire, SO23 7RX, Great Britain
Uttily (UK) Limited	7471188	118 Piccadilly, Mayfair, London, W1J 7NW, United Kingdom
Valero Energy Limited	00145197	11 Old Jewry, 7th Floor, London, EC2R 8DU, Great Britain
Vayu Limited	376223	3rd Floor, Macken House, 39-40A Mayor Street, Dublin 1, Ireland
WINGAS GmbH & Co KG	HRA 16706	Friedrich Ebert Str. 160, 34119, Kassel, Germany
Wingas UK Limited	5042905	Burleigh House, 73-75 Sheen Road, Richmond, Surrey, TW9 1YJ, United Kingdom
Winnington Networks Limited	5808052	570 - 572 Etruria Road, Newcastle-under-Lyme, Staffordshire, ST5 0SU, Great Britain

## Schedule 2

### Condition 1. Definitions for standard conditions

Competition Commission means the body of that name established by section 45 of the Competition Act 1998;

Consumer Direct means the body of that name which is funded by the Office of Fair Trading to provide a consumer advice helpline;

After "**Charges for the Supply of Gas**" insert:

**Citizens Advice consumer service** "an online, telephone or face to face service provided by Citizens Advice or Citizens Advice Scotland that provides advice in response to enquiries from individual consumers acting alone or in groups;"

Estimated Costs means costs estimated by the Authority as likely to have been the costs incurred by the Competition Commission in connection with references to it in respect of this licence or any other licence granted under the Act or the Gas Act 1986, such estimate having regard to any views of the Competition Commission;

Relevant Proportion means the proportion of the costs attributable to either the Authority or the licensee in accordance with any direction issued by the Competition Commission under section 177(3) of the Energy Act 2004 or, in the absence of such direction, zero;

### Condition 4. Licensee's payments to Authority

Not used.

4.1—~~In respect of each Financial Year at the beginning of which the licensee holds this licence, the licensee must pay to the Authority the total of:~~

- ~~(a) an amount which is the Relevant Proportion of the Estimated Costs incurred by the Competition Commission in the previous Financial Year in connection with any reference made to it in respect of this licence or any other licence granted under the Act or the Electricity Act 1989; and~~



- (b) ~~an amount which is the Relevant Proportion of the difference (being a positive or negative amount), if any, between:~~
  - (i) ~~any costs estimated by the Authority in the previous Financial Year under sub-paragraph 4.1(a); and~~
  - (ii) ~~the actual costs of the Competition Commission in connection with references of the type referred to in sub-paragraph 4.1(a) for the Financial Year before the previous Financial Year.~~

~~4.2 The amount determined in accordance with paragraph 4.1 must be paid by the licensee to the Authority in one instalment:~~

- (a) ~~by 31 October in each year, if the Authority gives the licensee Notice of the amount of that instalment by 1 October in the year; or~~
- (b) ~~if the Authority does not give the licensee Notice of the amount of that instalment by 1 October in the year, within 30 days after the date on which the Authority gives that Notice to the licensee.~~

~~4.3 If the licensee does not pay the amount determined in accordance with paragraph 4.1 within 30 days after the relevant payment date referred to in paragraph 4.2, it must with effect from that date pay simple interest on the amount:~~

- (a) ~~at the rate which is from time to time equivalent to the base rate of NatWest Bank plc; or~~
- (b) ~~if there is no rate equivalent to the base rate of NatWest Bank plc, the base rate of an equivalent institution designated by the Authority for this purpose.~~

## **Condition 25. Marketing gas to Domestic Customers**

25.12 The information which the licensee or Representative shall provide in accordance with paragraph 25.11 shall include but not be limited to:

- (e) information about what the Domestic Customer can do if they have any concerns, including details of how ~~Consumer Direct~~ Citizens Advice consumer service can be contacted.

## **Condition 31. General information for Domestic Customers**

### **Information about** ~~Consumer Direct~~ Citizens Advice consumer service

31.1 The licensee must inform each of its Domestic Customers:

- (a) that ~~Consumer Direct~~ Citizens Advice consumer service can assist in providing information and advice to Domestic Customers; and