

Appendix 5

To: All holders of an electricity supply licence

NOTICE UNDER SECTION 11A(2) OF THE ELECTRICITY ACT 1989

The Gas and Electricity Markets Authority ("the Authority") hereby gives notice pursuant to section 11A(2) of the Electricity Act 1986 ("the Act") as follows:

1. The Authority proposes to modify all electricity supply licences granted or treated as granted under section 6(1)(d) of the Act by amending:
 - i. Standard Licence Condition ("SLC") 1 (Definitions for standard conditions) by deleting references to the Gas and Electricity Consumer Council and adding references to Citizens Advice and Citizens Advice Scotland;
 - ii. SLC 25A (Prohibition of undue discrimination in supply by deleting the reference to the National Consumer Council and replacing it with references to Citizens Advice and Citizens Advice Scotland;
 - iii. SLC 31 (General information for Domestic Customers) by deleting references to 'the Consumer Council' or 'the National Consumer Council' and replacing them references to 'Citizens Advice' and 'Citizens Advice Scotland' throughout SLC 31;
 - iv. SLC 32 (Reporting on performance) by deleting references to the Consumer Council and replacing them references to Citizens Advice and Citizens Advice Scotland throughout SLC 32;
 - v. SLC 41 (Smart Metering Installation and Installation Code of Practice - Domestic Customers) by deleting references to the National Consumer Council and replacing them references to Citizens Advice and Citizens Advice Scotland throughout SLC 41;
 - vi. SLC 42 (Smart Metering Installation and Installation Code of Practice – Micro Business Consumers) by deleting references to the National Consumer Council and replacing them references to Citizens Advice and Citizens Advice Scotland throughout SLC 42; and
 - vii. SLC 45 (Smart Metering Consumer Engagement) by deleting the reference to the National Consumer Council and replacing it with references to Citizens Advice and Citizens Advice Scotland.
2. The reason why the Authority proposes to make this licence modification is to reflect the changes brought about by the Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014. It is expected that the National Consumer Council ("NCC") will be abolished from 1 April 2014 and that certain functions of the NCC will be transferred to Citizens Advice and Citizens Advice Scotland. As we anticipate that these changes will take effect from 1 April 2014, we are not proposing to give effect to the proposed licence modifications set out in this notice until then.
3. The effect of the proposed modifications is to:
 - a. delete the definition of 'Consumer Council';
 - b. replace any reference to 'the National Consumer Council' or 'the Consumer Council' with 'Citizens Advice' and/or 'Citizens Advice Scotland'; and

- c. insert definitions of 'Citizens Advice' and 'Citizens Advice Scotland'.
4. The attached Schedule to this Notice sets out the proposed modifications to Standard Conditions 1, 25A, 31, 32, 41 and 42.
 5. Relevant licence holders for the purposes of this Notice are all holders of an electricity supply licence at the relevant time with Standard Conditions referred to in paragraph 1 in effect in their licence.¹
 6. A copy of the proposed modification and other documents referred to in this notice are available on the Ofgem website (www.ofgem.gov.uk).
 7. Any representations with respect to the proposed licence modifications must be made on or before 24 January 2014 to: Paul Heseltine, Office of Gas and Electricity Markets, 9 Millbank, London, SW1P 3GE or by email to paul.heseltine@ofgem.gov.uk
 8. All responses will normally be published on Ofgem's website. However, if respondents do not wish their response to be made public then they should clearly mark their response as not for publication. Ofgem prefers to receive responses in an electronic form so they can be placed easily on the Ofgem website.
 9. If the Authority decides to make the proposed modification it will take effect not less than 56 days after the decision is published.

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Paul Heseltine
Associate Director Finance and Risk Management

Duly authorised on behalf of the
Gas and Electricity Markets Authority

19 December 2013

¹ See s11A(10) EA

Schedule 1 to Appendix 5 – Electricity Supply Licence

Standard Condition 1, 25A, 31, 32, 41 and 42 of each electricity supply licence is proposed to be modified in the manner set out in paragraph 1 to 16 of this Schedule.

1. In Standard Licence Condition 1 (Definitions for standard conditions) paragraph 1.3 (Definitions in alphabetical order) delete 'Consumer Council means the Gas and Electricity Consumer Council established under section 2 of the Utilities Act 2000.'
2. In Standard Licence Condition 1 (Definitions for standard conditions) paragraph 1.3 (Definitions in alphabetical order) after the definition of 'Charges for the Supply of Electricity' and before the definition of 'Citizens Advice consumer service' insert:

'Citizens Advice'	means the National Association of Citizens Advice Bureaux;
'Citizens Advice Scotland'	means the Scottish Association of Citizens Advice Bureaux;
3. In Standard Licence Condition 25A (Prohibition of undue discrimination in supply) paragraph 25A.6(b) (Compliance with this condition) substitute 'the National Consumer Council' with 'Citizens Advice and Citizens Advice Scotland'.
4. In Standard Licence Condition 31 (General information for Domestic Customers) paragraph 31.1(b) (Information about Citizens Advice consumer service), substitute 'the Consumer Council' with 'Citizens Advice and Citizens Advice Scotland'.
5. In Standard Licence Condition 31 (General information for Domestic Customers) paragraph 31.4 (Energy Consumer Guidance) substitute 'the National Consumer Council' with 'Citizens Advice or Citizens Advice Scotland'.
6. In Standard Licence Condition 31 (General information for Domestic Customers) paragraph 31.5 (Energy Consumer Guidance) substitute 'the National Consumer Council' with 'Citizens Advice or Citizens Advice Scotland'.
7. In Standard Licence Condition 31 (General information for Domestic Customers) paragraph 31.8 (Energy Consumer Guidance) substitute 'the National Consumer Council' with 'Citizens Advice or Citizens Advice Scotland'.
8. In Standard Licence Condition 32 (Reporting on performance) paragraph 32.1 substitute 'the Consumer Council' with 'Citizens Advice and Citizens Advice Scotland'.
9. In Standard Licence Condition 32 (Reporting on performance) paragraph and 32.3 Substitute 'the Consumer Council' with 'Citizens Advice and Citizens Advice Scotland'.

10. In Standard Licence Condition 41 (Smart Metering Installation and Installation Code of Practice – Domestic Customers) paragraph 41.14(a)(ii) (Content of the Domestic Installation Code) substitute 'the National Consumer Council' with 'Citizens Advice and Citizens Advice Scotland'.
11. In Standard Licence Condition 41 (Smart Metering Installation and Installation Code of Practice – Domestic Customers) paragraph 41.15(b) (Consultation on the Domestic Installation Code) substitute 'the National Consumer Council' with 'Citizens Advice and Citizens Advice Scotland'.
12. In Standard Licence Condition 41 (Smart Metering Installation and Installation Code of Practice – Domestic Customers) paragraph 41.20(a) (Review of the Domestic Installation Code) substitute 'the National Consumer Council' with 'Citizens Advice and Citizens Advice Scotland'.
13. In Standard Licence Condition 42 (Smart Metering Installation and Installation Code of Practice – Micro Business Consumers) paragraph 42.8(a)(ii) (Content of the Installation Code) substitute 'the National Consumer Council' with 'Citizens Advice and Citizens Advice Scotland'.
14. In Standard Licence Condition 42 (Smart Metering Installation and Installation Code of Practice – Micro Business Consumers) paragraph 42.9 (Consultation on the Installation Code) substitute 'the National Consumer Council' with 'Citizens Advice and Citizens Advice Scotland'.
15. In Standard Licence Condition 42 (Smart Metering Installation and Installation Code of Practice – Micro Business Consumers) paragraph 42.14(a) (Review of the Installation Code) substitute 'the National Consumer Council' with 'Citizens Advice and Citizens Advice Scotland'.
16. In Standard Licence Condition 45 (Smart Metering Consumer Engagement) paragraph 45.6(e) (Composition of the Board) substitute 'the National Consumer Council' with 'Citizens Advice or Citizens Advice Scotland'.