

October 2001

**Distribution and Transportation
Codes of Practice
Guidance Notes**

Executive summary

The Utility Act 2000 introduced separate licences for the distribution and supply of electricity, which means that former public electricity suppliers will have to prepare and submit new Codes of practice covering their distribution businesses. Changes have also been made to gas transportation licences to align, where appropriate, their obligations with electricity distribution.

This document sets out guidance to enable electricity distribution and gas transportation licensees to prepare their codes of practice or statements required under the standard licence conditions that were determined in September 2001.

The guidance covers services for vulnerable customers, complaint handling procedures and arrangements with respect to entering customers' premises. It is modelled on previous Code of Practice guidance issued to public electricity suppliers and revised guidance published under the Social Action Plan in May 2000.

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1. Introduction

- 1.1 This document provides guidance for electricity distribution and gas transportation licensees to use when preparing codes of practice and statements required under the standard licence conditions.
- 1.2 Electricity distribution and gas transportation licensees now have to comply with new standard licence conditions that include obligations to produce codes of practice or statements covering a number of areas related to their interaction with customers, in particular vulnerable customers.
- 1.3 The standard licence conditions require electricity distribution and gas transportation licensees to prepare and submit the following codes of practice or statements to the Authority for approval, by 1 November 2001:
 - ◆ standard licence condition 17: Provision of Services for Persons who of Pensionable Age, Disabled or Chronically Sick (electricity)
 - ◆ standard licence condition 18: Provision of Services for Persons who are Blind or Deaf (electricity and gas)
 - ◆ standard licence condition 19: Code of Practice on Procedures with Respect to Site Access (electricity)
 - ◆ standard licence condition 19: Arrangements in Respect of Powers of Entry (gas)
 - ◆ standard licence condition 21: Complaint Handling Procedures (electricity and gas)
- 1.4 The guidance sets out a number of detailed points which electricity distribution and gas transportation licensees must consider when they are preparing the content of codes of practice or statements. It is not exhaustive, but rather describes a minimum level on which relevant licensees may wish to build further. Licensees may produce one document covering all their obligations to customers under the aforementioned standard licence conditions.

1.5 This introduction sets out the generic obligations relevant to all the codes of practice and statements. It also covers obligations covered in the following standard licence conditions:

- ◆ Preparation, Review of and Compliance with Customer Service Codes [or Statements] – standard licence condition 22
- ◆ Record of and Report on Performance - standard licence condition 23

1.6 The effectiveness of the codes will depend amongst other things, on:

- ◆ how they are written;
- ◆ the extent to which the services described are made available;
- ◆ arrangements for publicising the existence of the codes; and
- ◆ arrangements for monitoring compliance.

Preparation of codes or statements

1.7 Before submitting codes or statements to Ofgem, licensees are required to consult with energywatch and have regard to its representations about the content or the manner in which they are likely to be operated (see section 6). The codes and statements should state that they have been subject to consultation with energywatch and approved by Ofgem.

1.8 Each code and statement should advise customers of the role of energywatch in providing free independent advice and dealing with complaints. They should provide addresses and telephone numbers of the relevant energywatch offices for customers to contact if they have any queries or complaints about the codes or statements, or their implementation, which the licensee has been unable to resolve.

1.9 Each code or statement should clearly specify its objectives and the target groups it is intended to reach. It should be written in plain English and set out in a way that it is easy to follow and understand. Codes and statements should be

available in the ethnic minority languages predominant in the licensee's area of operation, as appropriate. Licensees should make arrangements to deal with enquiries and complaints from customers whose first language is not English.

- 1.10 Ofgem encourages licensees operating in Wales to provide Welsh language services. Where appropriate, licensees should at least ensure that they comply with the Welsh Language Act 1993, which established the principle that, in public business and the administration of justice in Wales, Welsh and English should have equal treatment.
- 1.11 Licensees should be aware that under the Disability Discrimination Act 1995 there is a duty on service providers to make reasonable adjustments for disabled people, such as providing extra help or making changes to the way they provide their services. The code of practice under this Act indicates that providing information in alternative formats, such as Braille or large print to customers with visual impairments, is likely to be a reasonable step for the utility company to take. It would be appropriate for licensees to make their codes and statements available in various formats.

Publicity and distribution

- 1.12 Standard licence condition 22 requires licensees to:
- ◆ give or send, free of charge, copies of the codes or statements to any person who requests them;
 - ◆ make information about the codes or statements available to advice agencies and care organisations;
 - ◆ draw the attention of customers at least once a year to the existence of the codes or statements, in such a manner as in the reasonable opinion of the licensee will give them adequate publicity.
- 1.13 On publicising the codes or statements, licensees should consider doing this via suppliers, through direct mailshot, by advertising in local or national media, or by any other means as considered appropriate.

Compliance and Review

- 1.14 Customers should receive a service that is consistent with all codes of practice and statements. Failure by a licensee to ensure, so far as is reasonably practicable, that it complies with the codes or statements is potentially a matter for the exercise of the Authority's legal enforcement powers. The Authority may request a review of the Codes or statements at that time. All representatives of the licensee (including third-party agents) dealing directly with customers must therefore be familiar with the content of the codes and statements and arrangements should be in place to ensure that appropriate training is provided.
- 1.15 Standard licence condition 23 deals with monitoring and reporting arrangements. Licensees should be able to demonstrate that the aims and requirements of the codes and statements are properly reflected in operational procedures and keep a record of the general operation of the arrangements set out in the standard licence conditions. Arrangements should be made to carry out effective internal monitoring to ensure compliance of staff or agents and highlight any deficiencies that need to be addressed.
- 1.16 Each licensee is required to keep statistical records of its performance, to report to Ofgem and energywatch, and to publish a report on performance annually. Ofgem will designate the information it wishes to be collected and published.
- 1.17 The provision of information under designation by Ofgem does not preclude the provision of additional or more frequent information where requested.

2. Provision of services for persons who are of Pensionable Age or Disabled or Chronically Sick

- 2.1 Each relevant electricity licensee is required to prepare and submit to Ofgem for its approval a code of practice detailing the special services available for domestic customers who are of pensionable age or disabled or chronically sick.
- 2.2 The code should clearly state its objectives and purpose, as set out in the standard licence conditions, with respect to special services in the event of interruptions to the supply of electricity.
- 2.3 The code should be presented in a customer friendly style using appropriately sensitive language.

Services available

- 2.4 The code of practice should describe the licensee's arrangements for:
- ◆ Maintaining a register of customers who have special communication needs or depend on electricity for medical reasons by virtue of being of pensionable age or disabled or chronically sick, and who require advance notice of planned interruptions to the supply of electricity;
 - ◆ providing to all customers so registered, as soon as is practicable, either directly or via the relevant supplier, such information and advice as may be appropriate in respect of supply interruptions.
- 2.5 The code should set out any additional services relevant to customers who are of pensionable age or disabled or chronically sick. These should include the arrangements for providing special means of identifying persons acting on behalf of the licensee, by means of special passwords.

Arrangements for inclusion on the register

- 2.6 The Code should explain that arrangements for inclusion on the register may be made through the customer's supplier, but that the licensee will also have arrangements for:

- ◆ dealing directly with requests for inclusion on the register;
 - ◆ making the customer's supplier aware of the customer's details and their special requirements, where the request for inclusion on the register comes directly from the customer;
 - ◆ liaising with and providing information about the register to relevant organisations, eg health trusts, and special needs agencies.
- 2.7 The code should state that additional services are available for customers who are of pensionable age or disabled or chronically sick through suppliers' Priority Service Register.

Interruptions of electricity supply

- 2.8 With regard to planned interruptions, arrangements may involve providing more notice than that required under Standards of Performance.
- 2.9 As for unplanned interruptions, arrangements should extend to providing information as quickly as possible to such customers, including the likely restoration time and any help that may be provided to the customer whilst s/he is without a supply.

Obligations on gas transporters

- 2.10 Although gas transportation licensees are not obliged to produce a Code of Practice for customers of pensionable age or disabled or chronically sick, they have a specific obligation to such customers under standard licence condition 6. Gas transportation licensees are required to ensure that such customers (who live alone or with other qualifying customers) are not deprived of adequate heating and cooking facilities where the conveyance of gas to the premises has been disconnected for safety reasons.
- 2.11 Gas transportation licensees should consider the most appropriate means of informing such customers about this obligation and any associated standards of performance. Where licensees produce one document covering all issues raised in this guidance, it would be appropriate to refer to this.

3. Provision of services for persons who are blind or deaf

- 3.1 Each relevant electricity and gas licensee is required to prepare and submit to Ofgem for its approval a code of practice detailing the services available for domestic customers who are disabled by virtue of being blind or partially sighted, or deaf or hearing impaired.
- 3.2 The code should provide customers with details of the services provided to assist customers who are blind (or partially sighted) or deaf (hearing impaired) with information about any service provided by the licensee.
- 3.3 The code should be presented in a customer friendly style using appropriately sensitive language. The licensee should interpret the definition of blind or deaf such that any customer who reasonably expects to be included is covered by its provisions.

Specific considerations

- 3.4 The code should give details of the arrangements by which the licensee will, on request, and in each case free of charge:
- ◆ make available to blind and partially sighted customers a facility for enquiring or complaining about any service provided by the licensee, by telephone or by means most suited to the customer, where appropriate ; and
 - ◆ make available to deaf and hearing impaired customers, being in possession of appropriate equipment, facilities to assist them in enquiring or complaining about any service provided by the licensee.
- 3.5 For gas transporters, the code should include details of special facilities for reporting gas escapes and, in the case of electricity distributors, loss of electricity supply or concerns over safety. Licensees should consider appropriate means of notifying such known customers of planned interruptions to supply.

Services available

- 3.6 Services provided by the licensee should include the use of special passwords for identifying persons acting on behalf of the licensee, where appropriate acting on information provided by customers' suppliers.
- 3.7 The code should also state that additional services are available for customers who are blind or deaf, through suppliers' Priority Service Registers.

4. Procedure with Respect to Site Access/Powers of Entry

- 4.1 Each relevant electricity licensee is required to prepare and submit to Ofgem for its approval a code of practice setting out the principles and procedures it will follow in respect of any person acting on its behalf who requires access to customers' premises.
- 4.2 Each relevant gas licensee is required to prepare and submit to Ofgem for its approval a statement of its proposed arrangements in respect of powers of entry.
- 4.3 The code or statement should clearly state its objectives and purpose, as set out in the standard licence condition. It should provide customers with details of:
- ◆ the nature and frequency of access likely to be required;
 - ◆ the steps taken to ensure that representatives are fit and proper persons to visit customers' premises;
 - ◆ the measures in place to enable customers to recognise and establish that visits are made by bona fide representatives, for bona fide purposes;
 - ◆ the special services and provisions available to customers – including the use of passwords for vulnerable customers.

Visits to customers' premises

- 4.4 The code should also set out the licensee's policy regarding appointments, for example whether specific timed or time-banded appointments will be offered. It should describe any Standards of Performance that are relevant. When a fixed appointment is made, the customer should be given prior notice of the date and time together with a clear explanation of the purpose of the visit. When no appointment has been made, the representative of the licensee must tell the customer who s/he is and explain clearly at the start of the conversation the purpose of the visit.
- 4.5 The licensee or its agents must ensure compliance with the Rights of Entry (Gas and Electricity Boards) Act 1954 in the case of exercise of statutory rights of entry.

Selection and training of personnel

- 4.6 The code or statement should contain a commitment that the licensee will ensure that persons visiting customers' premises on its behalf:
- ◆ are aware of, and comply with the provisions of the code or statement;
 - ◆ are fit and proper persons – it is important that licensees should, as part of their assessment, have regard for relevant information about criminal offences, subject to the Rehabilitation of Offenders Act 1974 (which states that people with criminal convictions which led to a maximum sentence of 30 months imprisonment are allowed not to reveal the convictions if they have become spent after a set rehabilitation period, provided the individual has not been convicted of another offence during this time);
 - ◆ have been adequately trained and possess the necessary skills to perform the required duties (where appropriate, details of such training should be provided);
 - ◆ are able to inform the customer, on request, of a contact point for help and advice that they may require in relation to the distribution of electricity/transportation of gas; including a telephone number (or numbers) for making complaints and for reporting safety and security of supply matters;
 - ◆ are calm and courteous without showing undue familiarity, having regard to the needs and concerns of customers and using appropriate and sensitive language;
 - ◆ give explanations and information on matters relevant to the purpose of their visit, which are accurate, clear and straightforward;
 - ◆ take due care and respect with customers' property and premises.
- 4.7 The code or statement should set out the procedures for ensuring that the above requirements are met and the action that a customer should take if s/he wishes to

complain about any failure by a representative to follow the correct procedure or meet the necessary requirements.

Identification of personnel and protection against bogus callers

4.8 Suitable arrangements should be made to ensure that customers can have full confidence that all visits are made by bona fide representatives for bona fide purposes. Representatives visiting customers' premises should recognise that customers might be reluctant to provide access. The code or statement should describe the steps taken to help overcome such concerns and fears by ensuring that representatives are easily identifiable to members of the public. Such measures should include a requirement for representatives to carry, and show, without requiring to be asked, an identity card which includes:

- ◆ the trading name of the company by which they are employed or represent;
- ◆ the name and colour photograph of the representative;
- ◆ an expiry date for the validity of the card and a clearly visible contact number for the verification of the representative's identity (the code or statement should encourage customers to contact the number provided when a representative calls, should they require such verification);

4.9 The licensee should describe the arrangements in place to ensure that identity cards are handed back on expiry or when a representative leaves the company.

4.10 Steps should also include, where practicable, the wearing of clothing which identifies the company for which they are employed or represent and vehicles used for visits carrying the trading name of the Licensee or its agent.

Additional services

4.11 The code or statement should also set out the additional services available relating to visits to customers' premises for persons who are visually impaired, hard of hearing, of pensionable age, disabled, or chronically sick, or who might otherwise be uneasy about allowing access to their homes. As a minimum, such services should include a password scheme.

- 4.12 Where arrangements for special passwords are made, where appropriate acting on information provided by customers' suppliers, the details should be held securely by the licensee and only provided to those of its representatives requiring them for site access purposes. Any password must be quoted by representatives when seeking access to customers' premises. Arrangements should be made to enable passwords to be changed at customers' request and as often as reasonably necessary to reduce the risk of bogus callers.
- 4.13 The code of practice or statement should also refer to the provisions of the code of practice for customers who are blind or deaf and the code of practice for customers who are of pensionable age or disabled or chronically sick.

5. Complaint Handling Procedure

- 5.1 Each relevant electricity and gas licensee is required to prepare and submit to Ofgem for its approval a code of practice detailing its procedure for handling complaints.
- 5.2 The code should provide customers with details of how the licensee conducts its electricity distribution or gas transportation business in relation to handling complaints.
- 5.3 The complaint handling procedure should aim to deal with complaints fairly and efficiently. The licensee should also make use of its complaint handling procedure as a means of obtaining information about issues of concern to customers and any shortcomings in the service so as to make improvements. The procedure set out in the code should be:
- ◆ effective, aimed at solving the problem and providing at the very least a satisfactory explanation, an apology or some form of redress;
 - ◆ simple to operate and accessible, with clearly set out procedures and responsibilities;
 - ◆ speedy, with time limits for dealing with complaints;
 - ◆ confidential – the privacy of the individual should be protected;
 - ◆ integrated with the organisation's management information systems.

Specific considerations

- 5.4 The code should include the following:
- ◆ details of how to contact the licensee to make a complaint, including any special arrangements for customers who are of pensionable age, disabled, chronically sick, blind or deaf, and those whose first language is not English;
 - ◆ the procedure for reviewing complaints at a more senior level if the customer remains dissatisfied;

- ◆ timescales for each stage of complaint handling and investigation with clear commitments as to response times and details of any company standards and payments for failure to respond within the set time;
- ◆ details of any Standards of Performance that may be applicable;
- ◆ arrangements for making payments to the supplier when the licensee fails to meet any relevant Standard of Performance;
- ◆ details of how customers may refer their complaint to energywatch if they are not satisfied with the licensee's handling of their complaint.

5.5 The licensee should also set out its policy on providing home visits, where such visits are offered for dealing with complaints.

6. Approval process

- 6.1 Before submitting the codes or statements to Ofgem for final approval, the applicant must consult energywatch. Licensees or prospective licensees should contact energywatch at the earliest opportunity to discuss the arrangements for consultation.
- 6.2 To avoid delays licensees should copy any correspondence or emails sent to energywatch to Ofgem at the email address shown below. Ofgem will provide the licensee and energywatch with its initial comments on the draft codes and statements within 14 days.
- 6.3 Licensees are required to have regard to any of energywatch's representations about the codes or statements or the manner in which they are likely to be operated. Only after doing so should the applicant formally submit its codes or statements to Ofgem for approval. Ofgem will not be able to approve the codes or statements until energywatch has been consulted. Codes and statements should be emailed to Ofgem's Social Obligations Manager at SAP@ofgem.gov.uk.
- 6.4 If, at the approval stage, Ofgem believes that the codes or statements are not sufficient for the purposes of meeting the requirements of the licence it will notify the licensee within thirty days of receipt. The licensee must then make the necessary changes and re-submit the codes/statements forthwith. Ofgem will formally approve the codes and statements when it is satisfied that they meet all the requirements of the licence.
- 6.5 Any questions about the process set out above or the content of the codes or statements should be addressed to the Social Obligations Manager at the email address shown above or on telephone 0207 901 7237.

Appendix 1 Standard licence conditions

The guidance in this document relates to the following licence conditions:

Gas Transporters standard licence conditions

Condition 18: Provision of Services for Persons who are Blind or Deaf (page 19)

Condition 19: Arrangements in Respect of Powers of Entry (page 20)

Condition 19A: Authorisation of Officers (page 21)

Condition 19B: Exercise of Powers of Entry (page 23)

Condition 21: Complaint Handling Procedure (page 24)

Condition 22: Preparation, Review of and Compliance with Statements and Codes (page 25)

Condition 23: Record and Report on Performance (page 27)

Electricity distribution standard licence conditions

Condition 17: Provision of Services for Persons who are of Pensionable Age or Disabled or Chronically sick (page 28)

Condition 18: Provision of Services for Persons who are Blind or Deaf (page 29)

Condition 19: Code of Practice on Procedures with Respect to Site Access (page 30)

Condition 21: Complaint Handling Procedure (page 31)

Condition 22: Preparation, Review of and Compliance with Statements and Codes (page 32)

Condition 23: Record and Report on Performance (page 34)

Condition 18. Provision of Services for Persons who are Blind or Deaf

1. The licensee shall, no later than 1 September 2001, prepare and submit to the Authority for its approval a code of practice detailing the special services the licensee will make available for domestic customers who are disabled by virtue of being blind or partially sighted, or deaf or hearing impaired.
2. The code of practice shall include arrangements by which the licensee will, on request, in each case free of charge:
 - (a) make available to blind and partially sighted customers a facility for enquiring or complaining about any service provided by the licensee, by telephone or other appropriate means; and
 - (b) make available to deaf and hearing impaired customers, being in possession of appropriate equipment, facilities to assist them in enquiring or complaining about any service provided by the licensee.
3. This condition is subject to the provisions of standard condition 22 (Preparation, Review of and Compliance with Statements and Codes).

Condition 19. Arrangements in Respect of Powers of Entry

1. The licensee shall, in respect of both domestic and non-domestic premises, prepare and submit to the Authority for its approval a statement of its proposed arrangements in respect of the steps mentioned in standard condition 19A (Authorisation of Officers).
2. In the case of an extension of this licence, the licensee shall ensure that the arrangements remain sufficient for the purposes of satisfying standard condition 19A (Authorisation of Officers), and shall make, subject to paragraph 4, any necessary changes.
3. The licensee shall use its best endeavours to ensure, so far as is reasonably practicable, that it conducts itself in conformity with the arrangements made in pursuance of paragraph 1.
4. This condition is subject to the provisions of standard condition 22 (Preparation, Review of and Compliance with Statements and Codes).

Condition 19A. Authorisation of Officers

1. The arrangements referred to in standard condition 19 (Arrangements in Respect of Powers of Entry) shall provide for the taking of all reasonable steps:

- (a) for the purpose of securing compliance with paragraph 28(1) of Schedule 2B to the Act;
- (b) for the purpose of securing that any officer authorised for the purpose of any provision of Schedule 2B to the Act possesses appropriate expertise to perform the particular tasks that he will be required to undertake under the provision in question;
- (c) for securing that a member of the public may readily confirm the identity or authority of an officer so authorised;
- (d) for securing that identity cards, uniforms, liveried vehicles and other things carried, worn or used by an officer so authorised which confirm or suggest that he may be such an officer are not misused;
- (e) for securing that all officers so authorised by the licensee comply with the provisions of the Rights of Entry (Gas and Gas Boards) Act 1954; and
- (f) for securing that where, in relation to any premises:
 - i) a power of entry would be conferred on the licensee by Schedule 2B to the Act but for the fact that the premises in question are secondary sub-deduct premises, but
 - (ii) rights have been obtained by the relevant supplier or the relevant shipper which provide, as nearly as may be, for the licensee to enter the premises in question on the same basis as where such a power would be so conferred, the licensee complies, in relation to any entry of the premises in accordance with those rights, with the requirements imposed on gas transporters by paragraph 28(1) of the said Schedule 2B, and the requirements of sub-paragraphs (b) to (d) are complied with in relation to any officer authorised by the licensee to

enter the premises as if the officer were authorised for the purposes of the appropriate provision of that Schedule.

2. Except in so far as the Authority otherwise consents, if any officer authorised for the purpose of any provision of Schedule 2B to the Act, or by the licensee as mentioned in subparagraph 1(f) in relation to any premises, or premises of any description or situated in any area, is an officer or servant of an agent of the licensee, the licensee shall inform the relevant shipper, naming the agent in question.

Condition 19B. Exercise of Powers of Entry

As respects the exercise of the powers of entry conferred by Schedule 2B to the Act or such rights obtained as mentioned in sub-paragraph 1(f) of standard condition 19A (Authorisation of Officers), the licensee shall use its reasonable endeavours to avoid undue disturbance to owners or occupiers of premises as a result of visits being made to their premises by authorised officers of different licence holders exercising powers of entry for like purposes.

Condition 21. Complaint Handling Procedure

1. The licensee shall, no later than 1 November 2001, prepare and submit to the Authority for
2. its approval a code of practice detailing the procedure for handling complaints from domestic customers about the manner in which the licensee conducts its transportation business.
3. Any procedure established in accordance with this condition shall specify the periods within which it is intended that different descriptions of complaint should be processed and resolved.
4. This condition is subject to the provisions of standard condition 22 (Preparation, Review of and Compliance with Statements and Codes).

Condition 22. Preparation, Review of and Compliance with Statements and Codes

1. This condition applies to any statement or code of practice required to be prepared by the licensee pursuant to standard conditions 18 (Provision of Services for Persons who are Blind or Deaf), 19 (Arrangements in Respect of Powers of Entry) and 21 (Complaint Handling Procedure) of this licence.
2. In first preparing such statement or code the licensee shall, prior to submitting the statement or code to the Authority, consult the Consumer Council and shall have regard to any representations made by the Consumer Council about such statement or code or the manner in which it is likely to be operated.
3. Where before the expiry of 30 days of the licensee first submitting such statement or code to the Authority for its approval the Authority notifies the licensee that the Authority considers the statement or code is not sufficient for the purposes of meeting the requirements of this licence the licensee shall forthwith make such changes as the Authority may require.
4. The licensee shall, whenever requested to do so by the Authority, review such statement or code and the manner in which it has been operated, with a view to determining whether any modification should be made to it or to the manner of its operation.
5. In carrying out any such review the licensee shall consult the Consumer Council and shall have regard to any representations made by the Consumer Council about such statement or code or the manner in which it is likely to be or (as the case may be) has been operated.
6. The licensee shall submit any revision of such statement or code which, after consulting the Consumer Council in accordance with paragraph 5, the licensee wishes to make, to the Authority for its approval and following its approval in writing shall then revise the statement or code.
7. The licensee shall:
 - a) as soon as practicable following the preparation of the statement or code or any revision made to it send to the Authority and the Consumer Council a copy of

such statement or code or such revision (in each case in the form approved by the Authority);

5. at least once in each year, draw the attention of those customers to whom such statement or code applies to the existence of the statement or code and of each substantive revision of it and to the means by which a copy of such statement or code may be inspected in its latest form, in such manner as in the reasonable opinion of the licensee will give adequate publicity to it; and
6. give or send free of charge a copy of such statement or code (as from time to time revised) to any person who requests it.
8. No changes may be made to any statement or code otherwise than in accordance with the above procedures.
9. The licensee shall ensure, so far as reasonably practicable, that it complies with such arrangements or procedures (as the case may be) as are contained in or described by any statement or code to which this condition applies and approved by the Authority or any revision to such statement or code approved by the Authority.

Condition 23. Record of and Report on Performance

1. The licensee shall keep a record of its general operation of the arrangements mentioned in standard conditions 18 to 22 and if the Authority so directs in writing, of its operation of any particular cases specified, or of a description specified, by the Authority.
2. The licensee shall keep a statistical record of its performance in relation to the provision of services to domestic customers.
3. The licensee shall, from time to time as required by the Authority, provide to the Authority and to the Consumer Council such of the information contained in the records prepared in accordance with paragraphs 1 and 2 as the Authority may request in writing.
4. As soon as is reasonably practicable after the end of each calendar year, the licensee shall submit to the Authority and the Consumer Council a report dealing with the matters mentioned in paragraphs 1 and 2 in relation to that year and shall:
 - (a) publish the report so submitted in such manner as will in the reasonable opinion of the licensee secure adequate publicity for it; and
 - (b) send a copy of it free of charge to any person requesting one, except that, in performing its obligations under sub-paragraphs 4(a) and (b), the licensee shall exclude from the report such information as appears to it to be necessary or expedient to ensure that, save where they consent, individual domestic customers referred to therein cannot readily be identified.
5. The report shall be presented, so far as is reasonably practicable, in a standard form designated by the Authority for the purposes of this condition.

Condition 17. Provision of Services for Persons who are of Pensionable Age or Disabled or Chronically Sick

1. The licensee shall, no later than 1 November 2001, prepare and submit to the Authority for its approval a code of practice detailing the special services the licensee will make available for domestic customers who are of pensionable age or disabled or chronically sick.
2. The code of practice shall include arrangements whereby the licensee will:
 - (a) maintain a register of customers who have special communication needs or depend on electricity for medical reasons by virtue of being of pensionable age or disabled or chronically sick, and who require advance notice of planned interruptions to the supply of electricity, comprising the relevant details of each customer who requests or whose supplier requests his inclusion on it;
 - (b) give to all customers so registered, either via the relevant supplier or, where appropriate, directly, in respect of interruptions to the supply of electricity, such information and advice as may be appropriate and is of such nature as shall be set out in the code of practice, provided that where the licensee is providing the supplier with any such information, the licensee shall provide such information as soon as is practicable; and
 - (c) in the case where the request for the inclusion in the register is made directly to the licensee, provide the relevant supplier with the relevant details in such form and at such intervals as is relevant to the supplier's licence obligations.
3. This condition is subject to the provisions of standard condition 22 (Preparation, Review of and Compliance with Statements and Codes).

Condition 18. Provision of Services for Persons who are Blind or Deaf

1. The licensee shall, no later than 1 November 2001, prepare and submit to the Authority for its approval a code of practice detailing the special services the licensee will make available for domestic customers who are disabled by virtue of being blind or partially sighted, or deaf or hearing impaired.
2. The code of practice shall include arrangements by which the licensee will, on request, in each case free of charge:
 - (a) make available to blind and partially sighted domestic customers a facility for enquiring or complaining about any service provided by the licensee, by telephone or other appropriate means; and
 - (b) make available to deaf and hearing impaired domestic customers, being in possession of appropriate equipment, facilities to assist them in enquiring or complaining about any service provided by the licensee.
3. This condition is subject to the provisions of standard condition 22 (Preparation, Review of and Compliance with Statements and Codes).

Condition 19. Code of Practice on Procedures with Respect to Site Access

1. The licensee shall, no later than 1 November 2001, prepare and submit to the Authority for its approval a code of practice setting out the principles and procedures the licensee will follow in respect of any person acting on its behalf who requires access to customers' premises.
2. The code of practice shall include procedures calculated to ensure that persons visiting customers' premises on behalf of the licensee:
 - (a) possess the skills necessary to perform the required duties;
 - (b) are readily identifiable to members of the public;
 - (c) use passwords provided for vulnerable customers;
 - (d) are appropriate persons to visit and enter customers' premises;
 - (e) are able to inform customers, on request, of a contact point for help and advice they may require in relation to the safety and security of the supply of the electricity; and
 - (f) comply with the provisions of the Rights of Entry (Gas and Electricity Boards) Act 1954.
3. This condition is subject to the provisions of standard condition 22 (Preparation, Review of and Compliance with Statements and Codes).

Condition 21. Complaint Handling Procedure

1. The licensee shall, no later than 1 November 2001, prepare and submit to the Authority for its approval a code of practice detailing the procedure for handling complaints from domestic customers about the manner in which the licensee conducts its distribution business.
2. Any procedure established in accordance with this condition shall specify the periods within which it is intended that different descriptions of complaint should be processed and resolved.
3. This condition is subject to the provisions of standard condition 22 (Preparation, Review of and Compliance with Statements and Codes).

Condition 22. Preparation, Review of and Compliance with Customer Service Codes

1. This condition applies to any code of practice required to be prepared by the licensee pursuant to standard condition 17 (Provision of Services for Persons who are of Pensionable Age or Disabled or Chronically Sick), standard condition 18 (Provision of Services for Persons who are Blind or Deaf), standard condition 19 (Code of Practice on Procedures in Respect of Site Access) and standard condition 21 (Complaint Handling Procedure) of this licence.
2. In first preparing such a code the licensee shall, prior to submitting that code to the Authority, consult the Consumer Council and shall have regard to any representations made by the Consumer Council about such code or the manner in which it is likely to be operated.
3. Where before the expiry of 30 days of the licensee first submitting such code to the Authority for its approval the Authority notifies the licensee that the Authority considers the code is not sufficient for the purposes of meeting the requirements of this licence, the licensee shall forthwith make such changes as the Authority may require.
5. The licensee shall, whenever requested to do so by the Authority, review such code and the manner in which it has been operated, with a view to determining whether any modification should be made to it or to the manner of its operation.
6. In carrying out any such review the licensee shall consult the Consumer Council and shall have regard to any representations made by the Consumer Council about such code or the manner in which it is likely to be or (as the case may be) has been operated.
3. The licensee shall submit any revision of such code which, after consulting the Consumer Council in accordance with paragraph 5, the licensee wishes to make, to the Authority for its approval and following its approval in writing shall then revise the code accordingly.
4. The licensee shall:
 - (a) as soon as practicable following the preparation of any code or any revision made to it send to the Authority and the Consumer Council a copy of such code or such revision (in each case in the form approved by the Authority);

(b) at least once in each year, draw the attention of those customers to whom such code applies, to the existence of the code and of each substantive revision of it and to the means by which a copy of such code may be inspected in its latest form, in such manner as in the reasonable opinion of the licensee will give adequate publicity to it; and

(c) give or send free of charge a copy of such code (as from time to time revised) to any person who requests it.

5. No changes may be made to any code otherwise than in accordance with the foregoing procedures.
6. The licensee shall ensure, so far as reasonably practicable, that it complies with such arrangements or procedures (as the case may be) as are contained in or described by any code to which this condition applies and approved by the Authority or any revision to such code approved by the Authority.

Condition 23. Record of and Report on Performance

1. The licensee shall keep a record of its general operation of the arrangements mentioned in standard conditions 17 to 22 and if the Authority so directs in writing, of its operation of any particular cases specified, or of a description specified, by the Authority.
2. The licensee shall keep a statistical record of its performance in relation to the provision of services to domestic customers.
3. The licensee shall, from time to time as required by the Authority, provide to the Authority and to the Consumer Council such of the information contained in the records prepared in accordance with paragraphs 1 and 2 as the Authority may request in writing.
4. As soon as is reasonably practicable after the end of each calendar year, the licensee shall submit to the Authority and the Consumer Council a report dealing with the matters mentioned in paragraphs 1 and 2 in relation to that year and shall:
 - (a) publish the report so submitted in such manner as will in the reasonable opinion of the licensee secure adequate publicity for it; and
 - (b) send a copy of it free of charge to any person requesting one, except that, in performing its obligations under sub-paragraphs (a) and (b), the licensee shall exclude from the report such information as appears to it to be necessary or expedient to ensure that, save where they consent, individual domestic customers referred to therein cannot readily be identified.
5. The report shall be presented, so far as is reasonably practicable, in a standard form designated by the Authority for the purposes of this condition.