

# Annex 3 Final proposed package of changes to customer communications rules

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This document accompanies our [statutory consultation](#) on domestic supplier-customer communications rulebook reforms. It contains the package of principles we are proposing to introduce, and our line-by-line proposals (to either retain, amend or remove) for the existing prescription relating to customer communications.

In the table of prescriptive rules, changes from the [version we published alongside the policy consultation](#) are **marked in red**.

## Proposed new package of principles

### Condition 31F Encouraging and enabling engagement

#### *Consumer engagement objective*

31F.1 The licensee must comply with paragraphs 31F.2 to 31F.5 in a manner which is effective and designed to promote each Domestic Customer to engage positively with their [Gas/Electricity] Supply either (as appropriate to the circumstance):

- (a) by considering switching Tariff or [Gas/Electricity] Supplier; or
- (b) by understanding and managing the costs associated with their Tariff and the [gas/electricity] that Domestic Customer consumes.

31F.2 In complying with paragraphs 31F.3 and 31F.4 the licensee must take into account that Domestic Customer's characteristics and current Tariff's features and, where appropriate, that Domestic Customer's preferences.

#### *Continuing to make informed tariff choices*

31F.3 The licensee must ensure that each Domestic Customer is provided with information, services and/or tools in a Form and at a frequency sufficient to enable that Domestic Customer to:

- (a) understand the key features of their Tariff, including any charges, fees or payments; and
- (b) make informed choices in when, and how much, [electricity/gas] that Domestic Consumer consumes, including prompting that Domestic Customer to consider ways to be more efficient and/or flexible in how and when that Domestic Customer consumes [electricity/gas].

#### *Comparing and switching tariff and supplier*

31F.4 The licensee must ensure that each Domestic Customer is provided with information in a Form and at a frequency that is sufficient to enable that Domestic Customer to understand that they can switch Tariff and [Gas/Electricity] Supplier, and may benefit from doing so, including financially.

### Condition 31G Assistance and advice information

31G.1 The licensee must ensure each Domestic Customer is provided with information in a Form and at a frequency that is sufficient to enable that Domestic Customer to quickly and easily understand how to:

- (a) identify and contact each Relevant Party about a problem, question or any other request for assistance. This includes queries, complaints, disputes or emergencies; and
- (b) seek impartial advice from Citizens Advice consumer service.

31G.2 The licensee must ensure that each Domestic Customer is provided, as appropriate in the circumstances, with information in a Form and at a frequency that is sufficient to enable that Domestic Customer to quickly and easily understand:

- (a) what their rights are as regards to the means of dispute settlement available in the event of a dispute, including how to identify and contact the Relevant Ombudsman for the circumstances; and
- (b) how to access appropriate assistance and advice. This includes information about:
  - (i) debt prevention and management;
  - (ii) improving energy efficiency, including management of [gas/electricity] consumption and associated costs; and
  - (iii) social, financial and energy efficiency programmes.

31G.3 In complying with paragraphs 31G.1 and 31G.2 the licensee must take into account that Domestic Customer's characteristics and current Tariff's features and, where appropriate, that Domestic Customer's preferences.

31G.10 (electricity)/31G.11 (gas) **"Relevant Party"**: *Relevant parties are the licensee, their Representatives and the [Licensed Distributor / Relevant Gas Transporter] via the [Licensed Distributor's Enquiry Service / Relevant Gas Transporter's Enquiry Service].*

### Condition 31H Relevant Billing information, Bills and statements of account

#### *Provision of Relevant Billing Information, Bills and statements of account*

31H.1 The licensee must ensure each Domestic Customer is provided with Relevant Billing Information, and where relevant Bills or statements of account, in a Form and at a frequency that is sufficient to enable that Domestic Customer to understand and manage the costs associated with their Tariff and the [gas/electricity] they consume.

31H.2 In complying with paragraph 31H.1 the licensee must take into account that Domestic Customer's characteristics and current Tariff's features and, where appropriate, that Domestic Customer's preferences.

31H.11 **"Relevant Billing Information"** *means any information a customer may need to understand and manage the costs associate with their Tariff(s) and the [gas/electricity] they consume. This includes (either collectively or at differing frequencies as appropriate to that Domestic Customer and the circumstance):*

- (a) any charges, fees or payments to or from that Domestic Customer's account, and what is owed to or by the licensee;*
- (b) how any charges, fees or payments are calculated; and*
- (c) when and how that Domestic Customer needs to make any payments or will have payments deducted, leaving reasonable time for that Domestic Customer to arrange payment before it falls due.*

### **Condition 31I Contract changes information (notifications of price increases, disadvantageous unilateral variations and end of fixed term contracts)**

31I.1 The licensee must ensure each Domestic Customer is provided with a Notice prior to the event of:

- (a) a Disadvantageous Unilateral Variation,
- (b) an increase in the Charge(s) for the Supply of [Gas/Electricity] to a Domestic Premises (including by making any reduction in the amount of a Discount that is applied to a Unit Rate or Standing Charge), and
- (c) a renewal of a Fixed Term Supply Contracts.

31I.2 Notices under paragraph 31I.1 must:

- (a) be provided in a Form and at an appropriate time that is designed to prompt that Domestic Customer to make an informed choice in light of the proposed Change(s), leaving reasonable time for that Domestic Customer to avoid any Change(s) before they take effect; and
- (b) contain information which is sufficient to enable that Domestic Customer to understand:
  - (i) the Change(s), including the main reason(s) for the Change(s);
  - (ii) any potential implications (including any financial implications) of the Change(s) for that Domestic Customer if no action is taken;
  - (iii) when the Change(s) take effect; and
  - (iv) that Domestic Customer's rights and available options relevant to the Change(s).

31I.3 In complying with paragraphs 31I.1 and 31I.2 the licensee must take into account that Domestic Customer's characteristics and, where appropriate, that Domestic Customer's preferences.

31I.7 *For the purposes of this licence condition "the Change" means Disadvantageous Unilateral Variations, increases in Charge(s) for the Supply of [Gas/Electricity] (including any reductions in Discounts) and renewals of fixed-term contract.*

### **Proposed changes to prescription**

The table below outlines our line-by-line proposals for changes to the existing prescriptive rules relating to customer communications. It refers to the conditions in the electricity supply licence unless the corresponding condition in the gas supply licence is materially different, in which case this is clearly stated. Where a distinction is not made, the changes referred to apply to the conditions in both the electricity and gas supply licences.

Where a condition is filled in grey, this means that we have not considered making changes to this prescription (although there may be come consequential amendments). This is either because:

- it originates from EU or government legislation (and thus our powers to make changes are limited), or;
- we have not prioritised it for this package of work.

The rationale column contains a high-level summary of our reasons for the proposal we have made. Where we reference other existing or proposed rules that cover the same outcomes as rules we are proposing to remove, this is not necessarily an exhaustive list. Other principles may also apply, but for simplicity we have focused on the most relevant one(s). **In particular, the Standards of Conduct apply across all supplier-customer interactions, not just in the areas we have highlighted in this table.**

We have also made a number of consequential amendments throughout the licence. Some of these are to reflect other rules that are changing (eg updating cross-referenced Standard Licence Condition (SLC) numbers) and others are to make SLCs we were already changing gender neutral.

SLC	Clause	Requirement	Proposal	Rationale	New SLC number and drafting (if applicable)
<b>1: Definitions</b>	"About Your Tariff" Label		<b>New</b>	This is referred to in more than one SLC. We are proposing to make it a defined term to ensure clarity and to be consistent with other information tools that are already defined.	Located in <b>SLC 1</b>  New drafting: "About Your Tariff" Label has the meaning given in standard condition 31F.9
	Alternative Cheapest Tariff		<b>Amend</b>	There are currently two separate definitions for 'Alternative Cheapest Tariff' in the licence, one in SLC 1 and an alternative that applies to White Labels in SLC 31D. We are proposing to merge the two to avoid duplication.	Amended drafting: have added parts (d) and (e) to the definition in SLC 1  (d) where the Domestic Customer is subject to a White Label Tariff: (i) a White Label Tariff of the same White Label Tariff Provider; or (ii) a Tariff of the licensee which is not a White Label Tariff;

				<p><i>(e) where the Domestic Customer is not subject to a White Label Tariff,</i></p> <p><i>(i) a Tariff which is not a White Label Tariff;</i></p> <p><i>or</i></p> <p><i>(ii) a White Label Tariff of any White Label Tariff Provider of the licensee;</i></p>
	Annual Statement	<b>Remove</b>	We are proposing to remove the requirement for suppliers to provide an Annual Statement, so this definition would no longer be necessary.	
	Bundled Product	<b>Remove</b>	This definition is only used in SLCs that we are proposing to remove.	
	Consumption-Based Bundle Charge	<b>Remove</b>	This definition is not currently used anywhere in the licence so can be removed.	
	Consumption-Based Bundle Discount	<b>Remove</b>	This definition is not currently used anywhere in the licence so can be removed.	
	Discount Amounts	<b>Remove</b>	This definition is not currently used anywhere in the licence so can be removed.	
	Domestic Statement of Renewal Terms	<b>New</b>	This is referred to in more than one SLC. We are proposing to make it a defined term to ensure clarity.	<p>Located in <b>SLC 1</b></p> <p>New drafting: <i>Domestic Statement of Renewal Terms means a Notice that is provided in accordance with paragraphs 31I.1(c), 31I.2, 31I.5 and 31I.6 of standard condition 31I</i></p>
	Exact Payment Method (duplication)	<b>Remove (electricity only)</b>	The definition of this term is included twice in SLC 1. We have removed the duplicate version.	

	Exact Tariff Name (duplication)	<b>Remove (electricity only)</b>	The definition of this term is included twice in SLC 1. We have removed the duplicate version.	
	Excluded Staggered Charging Tariff	<b>Remove</b>	This definition is not currently used anywhere in the licence so can be removed.	
	Energy Ombudsman	<b>Retain and move (electricity) / new (gas)</b>	This definition is currently located in SLC 37 in the electricity licence as it only refers to that SLC. We are using the same definition for our assistance and advice principle to ensure consistency, so we are moving this definition to SLC 1 in the electricity licence for ease of access, and will introduce it into SLC 1 in the gas licence.	Electricity – located in <b>SLC 1</b> rather than SLC 37  Gas – added to <b>SLC 1</b>
	Financial Ombudsman Service	<b>Retain and move (electricity) / new (gas)</b>	This definition is currently located in SLC 37 in the electricity licence as it only refers to that SLC. We are using the same definition for our assistance and advice principle to ensure consistency, so we are moving this definition to SLC 1 in the electricity licence for ease of access, and will introduce it into SLC 1 in the gas licence.	Electricity – located in <b>SLC 1</b> rather than SLC 37  Gas – added to <b>SLC 1</b>
	Form	<b>New</b>	We are proposing to define this to clarify the scope and policy intent of our new principles.	New drafting: <i>Form includes the means by which information is communicated and the way in which information is presented or structured</i>
	Green Deal Ombudsman	<b>Retain and move (electricity only)</b>	This definition is currently located in SLC 37 in the electricity licence as it only refers to that SLC. We are using the same definition for our assistance and advice principle to ensure consistency, so we are moving this definition to SLC 1 in the electricity licence for ease of access.	Located in <b>SLC 1</b> rather than SLC 37

	Promotional Materials	<b>Retain and move (electricity only)</b>	This definition currently appears in SLCs 20.6 and 21.15 in the electricity licence. We are proposing to move the domestic requirements currently in SLC 20.6 to sit with the other rules around assistance and advice. To avoid having the same definition repeated three times, we are proposing to move it to SLC 1 and delete the references in SLCs 20 and 21. This only applies to the electricity licence.	Located in <b>SLC 1</b> rather than SLCs 20 and 21
	Relevant Bundle	<b>Remove</b>	This definition is not currently used anywhere in the licence so can be removed.	
	Relevant Cheapest Evergreen Tariff	<b>Amend</b>	There are currently two separate definitions for 'Relevant Cheapest Evergreen Tariff' in the licence, one in SLC 1 and an alternative that applies to White Labels in SLC 31D. We are proposing to merge the two to avoid duplication.	Amended drafting: have added parts (f) and (g) to the definition in SLC 1  <i>(f) where the Domestic Customer is subject to a White Label Tariff, a White Label Tariff of the same White Label Tariff Provider;</i>  <i>(g) where the Domestic Customer is not subject to a White Label Tariff, a Tariff which is not a White Label Tariff;</i>
	Relevant Cheapest Tariff	<b>Amend</b>	There are currently two separate definitions for 'Relevant Cheapest Tariff' in the licence, one in SLC 1 and an alternative that applies to White Labels in SLC 31D. We are proposing to merge the two to avoid duplication.	Amended drafting: have added parts (g) and (h) to the definition in SLC 1  <i>(g) where the Domestic Customer is subject to a White Label Tariff, a White Label Tariff of the same White Label Tariff Provider;</i>

				<i>(h) where the Domestic Customer is not subject to a White Label Tariff, a Tariff which is not a White Label Tariff;</i>
	Relevant Contract Change Notice	<b>New</b>	This is referred to in more than one SLC. We are proposing to make it a defined term to ensure clarity.	Located in <b>SLC 1</b>  New drafting: <i>Relevant Contract Change Notice means a Notice referred to in paragraphs 23.3 and 23.4 of standard condition 23 and paragraphs 31I.1(a), 31I.1(b), 31I.2 and 31I.4 of standard condition 31I.</i>
	Relevant Fixed Term Default Tariff	<b>Amend</b>	There are currently two separate definitions for 'Relevant Cheapest Tariff' in the licence, one in SLC 1 and an alternative that applies to White Labels in SLC 31D. We are proposing to merge the two to avoid duplication.	Amended drafting: have added parts (a)(v) and (a)(vi) to the definition in SLC 1  <i>(v) where the Domestic Customer is subject to a White Label Tariff, a White Label Tariff of the same White Label Tariff Provider;</i>  <i>(vi) where the Domestic Customer is not subject to a White Label Tariff, a Tariff which is not a White Label Tariff;</i>
	Relevant Ombudsman	<b>Retain and move (electricity) / new (gas)</b>	This definition is currently located in SLC 37 in the electricity licence as it only refers to that SLC. We are using the same definition for our assistance and advice principle to ensure consistency, so we are moving this definition to SLC 1 in the electricity licence for ease of access, and will introduce it into SLC 1 in the gas licence.	Electricity – located in <b>SLC 1</b> rather than SLC 37  Gas – added to <b>SLC 1</b>



	Seasonal Consumption Levels		<b>Remove</b>	This definition is not currently used anywhere in the licence so can be removed.	
	Staggered Charging Tariff		<b>Remove</b>	This definition is only used in SLCs that we are proposing to remove.	
	Tariff Information Label		<b>Amend</b>	The current definition refers to SLC 31B which we are amending and moving. We will update the reference in the definition accordingly.	Amended drafting: <i>Tariff Information Label has the meaning given in standard condition 31F.10</i>
	Tied Bundle		<b>New (electricity)</b>	This definition is referred to by other SLCs already but is absent from SLC 1 in the electricity licence. We are proposing to add it in to align with the gas licence and avoid any confusion.	New drafting: <i>Tied Bundle means a Non-Energy Product that is offered as part of, or which is in any way linked to, a Tariff and which the Domestic Consumer has to receive'</i>
	Time-Based Bundle Charge		<b>Remove</b>	This definition is not currently used anywhere in the licence so can be removed.	
	Time-Based Discount		<b>Remove</b>	This definition is not currently used anywhere in the licence so can be removed.	
<b>13: Arrangements for site access</b>	13.2				
<b>14: Customer Transfer blocking</b>	14.3, 14.9				
<b>20: Enquiry Service, supply number &amp; dispute settlement (electricity) / Safety of gas supplies,</b>	Throughout		<b>Amend</b>	We have changed references to 'he' and 'his' to make the rules gender neutral.	
	20.1 (electricity)	The licensee must keep each of its Customers informed of the current postal address and telephone number of the Licensed Distributor's Enquiry Service.	<b>Remove</b>	We consider that the outcomes that this requirement is intended to achieve are covered by our proposed narrow principle on <b>assistance and advice (SLCs 31G.1-3)</b> .	This SLC currently applies to domestic and non-domestic customers. Due to the scope of this project we are only making changes for domestic customers.

Meter Point Reference Number and dispute settlement (gas)				We have discussed our proposals with the Health and Safety Executive (HSE), who are broadly supportive as long as customers are still able to find emergency contact details when they need them. The HSE noted that moving towards outcomes-based rules is also the general direction of travel in health and safety legislation.	SLC 20.1 (electricity only) will be amended to be clear that it only applies to non-domestic customers.
	20.1 (gas)	<p>The licensee must keep each of its Customers informed:</p> <p>(a) that an escape or a suspected escape of gas should be reported immediately; and</p> <p>(b) of a telephone number which should be used for that purpose.</p>	<b>Retain and move (in part)</b>	<p>This rule sets out what suppliers must communicate to their customers regarding the correct process in the event of a gas emergency. This is vital information, and the repercussions of insufficient or unclear information in the event of an emergency could be very serious. We therefore do not propose to change this rule.</p>	<p>For domestic customers, this SLC will be moved to sit with the rest of the rules around assistance and advice (<b>SLC 31G.7</b> gas only).</p> <p>For non-domestic customers, this SLC will stay as 20.1 (gas only). This SLC will be amended to be clear that it only applies to non-domestic customers.</p>
	20.2 (electricity)	<p>The licensee may comply with paragraph 20.1 by:</p> <p>(a) providing each Customer whose premises is supplied with electricity under a Contract or a Deemed Contract with the information referred to in that paragraph when the licensee first begins to supply electricity to the customer's premises or, in the case of a Deemed Contract, becomes aware that it is doing so;</p> <p>(b) providing the information referred to in that paragraph to each Customer on each Bill</p>	<b>Remove</b>	<p>We consider that the outcomes that these requirements are intended to achieve are covered by our proposed narrow principle on <b>assistance and advice (SLCs 31G.1-3)</b>.</p> <p>We have discussed our proposals with the HSE, who are broadly supportive as long as customers are still able to find emergency contact details when they need them. The HSE noted that moving towards outcomes-based rules is also the general direction of travel in health and safety legislation.</p>	<p>These SLCs currently apply to domestic and non-domestic customers. Due to the scope of this project we are only making changes for domestic customers.</p> <p>The existing SLC 20 references will be amended to be clear that they only apply to non-domestic customers.</p>

		<p>or statement of account sent to a Customer in relation to Charges for the Supply of Electricity or annually if the licensee has not sent such a Bill or statement of account to him; and</p> <p>(c) providing the information referred to in that paragraph to a Customer as soon as reasonably practicable after he requests it.</p>			
	20.2 (gas)	<p>The licensee may comply with paragraph 20.1 by:</p> <p>(a) providing each Customer whose premises is supplied with gas under a Contract or a Deemed Contract with the information referred to in that paragraph when the licensee first begins to supply gas to the customer's premises or, in the case of a Deemed Contract, becomes aware that it is doing so;</p> <p>(b) providing the information referred to in that paragraph to each Customer on each Bill or statement of account sent to a Customer in relation to Charges for the Supply of Gas or annually if the licensee has not sent such a Bill or statement of account to him; and</p> <p>(c) publishing the information referred to in that paragraph</p>			

		in such manner as will in the opinion of the licensee secure adequate publicity for it.			
	20.3 (electricity)	The licensee must take all reasonable steps to inform each of its Customers of any change to the postal address or telephone number of the Licensed Distributor's Enquiry Service before the date on which the change becomes effective or as soon as reasonably practicable after that date.			
	20.4 (gas)	The licensee must take all reasonable steps to inform each of its Customers of any change to the telephone number referred to in sub-paragraph 20.1(b) before the date on which that change becomes effective.			
	20.3 (gas)	The licensee must give:  (a) the telephone number referred to in sub-paragraph 20.1(b); and (b) the current postal address and telephone number of the Relevant Gas Transporter's Enquiry Service,  to a Customer when he requests it.			
	20.4 (electricity)	The licensee must inform each of its Customers of his Supply Number:  (a) on each Bill or statement of account sent to a Customer in relation to Charges; or	<b>Retain and move (in part)</b>	This is a key piece of information for customers. It is important for the customer to have access to this information on a Bill to verify that they have been billed based on the correct meter. Therefore, we propose to retain the requirement	This SLC currently applies to domestic and non-domestic customers. Due to the scope of this project we are only making changes for domestic customers.

		(b) annually if the licensee has not sent such a Bill or statement of account to him.	for this to be provided on Bills. This information is sometimes requested by comparison services and is also an important reference number for customers to identify and communicate with their energy network company. Suppliers should consider whether this information might be relevant to provide elsewhere under the <b>encouraging and enabling engagement (SLCs 31F.1-4)</b> and/or <b>assistance and advice (SLCs 31G.1-3)</b> principles.	SLC 20.4 (electricity only) will be amended to be clear that it only applies to non-domestic customers.  For domestic customers, this requirement will be split in two and moved. Part (a) will be moved to sit with the other billing rules ( <b>SLC 31H.4(a)</b> ). Part (b) will be moved to sit with the other assistance and advice rules ( <b>SLC 31G.8</b> ).
20.5 (gas)	The licensee must inform each of its Customers of his Meter Point Reference Number:  (a) on each Bill or statement of account sent to a Customer in relation to Charges for the Supply of Gas; or (b) annually if the licensee has not sent such a Bill or statement of account to him.	This SLC currently applies to domestic and non-domestic customers. Due to the scope of this project we are only making changes for domestic customers.  SLC 20.5 (gas only) will be amended to be clear that it only applies to non-domestic customers.  For domestic customers, this requirement will be split in two and moved. Part (a) will be moved to sit with the other billing rules ( <b>SLC 31H.4(a)</b> ). Part (b) will be moved to sit with the other assistance and advice rules ( <b>SLC 31G.9</b> ).		
20.5 (electricity), 20.6 (gas)				This SLC currently applies to domestic and non-domestic customers. Due to the scope of this project we are only making changes for domestic customers.

		<p>SLC 20.5 (electricity only) and SLC 20.6 (gas only) will be amended to be clear that they only apply to non-domestic customers</p> <p>For domestic customers, SLC 20.5 (electricity) will be moved to sit with the assistance and advice rules (<b>SLC 31G.7 electricity</b>). For clarity we are also adding a signpost to this requirement in the billing rules (<b>SLC 31H.4(e) electricity</b>). We will do the same for SLC 20.6 (gas), moving it to sit with the assistance and advice rules (<b>SLC 31G.8 gas</b>) and adding a cross-reference into the billing rules (<b>SLC 31H.4(e) gas</b>).</p>
<b>21: Fuel mix disclosure arrangements (electricity only)</b>	All	<p>We are proposing to remove the definition of 'Promotional Materials' as we are moving it to SLC 1.</p>
<b>21A: Provision of the annual statement of supply to Participants of the Carbon Reduction Commitment (CRC) Energy</b>	All	<p>We are proposing to make a typographical correction to SLC 21A.1 in the gas licence, removing 'The' from the first sentence.</p>

<b>Efficiency Scheme</b>					
<b>21B: Billing based on meter readings</b>	21B.5, 21B.7, 21B.8, 21B.9				
<b>21C: Declaration of a Licensee's FIT status</b>	21C.1, 21C.2				
<b>21D: Tariffs with environmental claims</b>	All				
<b>22: Duty to offer and supply under domestic supply contract</b>	22.5, 22.9				
<b>22A: Unit Rate, Standing Charge and Tariff Name requirements</b>	22A.2, 22A.3				
<b>22C: Fixed Term Supply Contracts</b>	22C.3	The licensee must prepare a statement (hereafter referred to as an "SLC 22C Statement of Renewal Terms") which:	<b>Amend</b>	We are proposing to move most of the rules relating to the Statement of Renewal Terms to the new 'contract changes' SLC. We will retain a reference to providing the Statement in SLC 22C, which will be an amended version of SLC 22C.3.	<i>Amended drafting: Prior to the renewal of a Fixed Term Supply Contract the licensee must act in accordance with standard condition 31I.</i>
	22C.3 (a)	is set out in Writing;	<b>Amend</b>	The Statement of Renewal Terms is an important communication, as it informs consumers of significant upcoming changes to their terms and conditions. It is important that it	<i>The requirement for the Statement of Renewal Terms to be in Writing is retained. As the Domestic Statement of Renewal Terms is referred to</i>

				is in writing, so that consumers can properly assess the information provided and have a record of it. We are proposing to retain the intent of this rule, but amend it to fit with the new rules better.	as a 'Notice' (which is required to be in Writing) this intent it now captured without the need for this condition.
	22C.3 (b)	contains a prominent title which clearly informs the Domestic Customer that the fixed term period of their existing Fixed Term Supply Contract is due to end and they need to consider their options;	<b>Remove</b>	We consider that the outcomes that this requirement is intended to achieve are covered by the <b>Standards of Conduct (SLC 0)</b> .	
	22C.3 (c)	without prejudice to SLC 22C Exempt Information only contains the following information:	<b>Remove</b>	We originally proposed to amend this SLC, to remove the reference to "only", so that other things can be included beyond those specified in this list. Having considered this further, we don't think that the reference to "SLC 22C Exempt Information" is needed any more either, so we propose to remove this SLC.	
	22C.3 (c, i)	the date the fixed term period of the existing Fixed Term Supply Contract is due to end;	<b>Remove</b>	We consider that the outcomes that this requirement is intended to achieve are covered by our proposed narrow principle on <b>contract changes (SLCs 31I.1-3)</b> .	
	22C.3 (c, ii)	the following statement, presented in a manner which is readily distinguishable from the other text presented in the Statement of Renewal Terms: "Remember – it might be worth thinking about switching your tariff or supplier";	<b>Remove</b>	We consider that the outcomes that these requirements are intended to achieve are covered by our proposed narrow principles on <b>encouraging and enabling engagement (SLCs 31F.1-4)</b> .	
	22C.3 (c, iii)	information about where the Domestic Customer may obtain impartial advice and information	<b>Remove</b>	We consider that the outcomes that this requirement is intended to achieve are covered by our proposed	



		about changing their Electricity Supplier;		narrow principle on <b>assistance and advice (SLCs 31G.1-3)</b> .	
	22C.3 (c, iv)	a statement explaining that if the Domestic Customer does not change supplier or does not expressly agree a new Evergreen Supply Contract, a new Fixed Term Supply Contract or a further fixed term period for a Fixed Term Supply Contract by the date the fixed term period of the existing Fixed Term Supply Contract is due to end, the Domestic Customer will become subject to the Relevant Cheapest Evergreen Tariff or a Relevant Fixed Term Default Tariff, as applicable;	<b>Retain and move</b>	This information is crucial to ensuring consumers understand what will happen should they take no action at the end of their fixed term tariff. We think it is important that this is included on every Statement of Renewal Terms.	We have moved this to sit with the contract changes rules <b>(SLC 31I.5(a))</b> .
	22C.3 (c, v)	a statement explaining that the following information is provided in a separate part of the SLC 22C Statement of Renewal Terms: 1) the Principal Terms that currently apply to the Domestic Customer; 2) the Principal Terms that would apply if the Domestic Customer becomes subject to the Relevant Cheapest Evergreen Tariff or a Relevant Fixed Term Default Tariff, as applicable, by virtue of paragraph 22C.7; and 3) where a Notice is also being provided to the Domestic Customer pursuant to sub-paragraph 22C.5(a) below, the Principal Terms that would	<b>Remove</b>	We consider that the outcomes that this requirement is intended to achieve are covered by the <b>Standards of Conduct (SLC 0)</b> .	

		apply if the Domestic Customer agrees a further fixed term period for an existing Fixed Term Supply Contract;			
	22C.3 (c, vi)	information about how and when the Domestic Customer may terminate their Fixed Term Supply Contract without being charged a Termination Fee and a statement explaining the effect of paragraphs 24.8 to 24.12 of standard condition 24;	<b>Retain and move</b>	This information is crucial to ensuring consumers understand their rights to switch free of penalty at the end of their fixed-term contract. We think it is important that this is included on every Statement of Renewal Terms.	We have moved this to sit with the contract changes rules ( <b>SLC 31I.5(b)</b> ).
	22C.3 (c, vii)	the Domestic Customer's Estimated Annual Costs in the event that the Domestic Customer becomes subject to the Relevant Cheapest Evergreen Tariff by virtue of paragraph 22C.7;	<b>Remove</b>	We propose to replace prescriptive requirements to provide Estimated Annual Costs on specific communications with a requirement for suppliers <b>to provide it to consumers at least once in a given year, and at all other Key Prompt Points as appropriate (see new SLC 31F.5).</b>	
	22C.3 (c, viii)	the Exact Tariff Name of the Domestic Customer's Relevant Cheapest Tariff and the Domestic Customer's Estimated Annual Savings based on the premise that the Domestic Customer is now subject to the Relevant Cheapest Evergreen Tariff; and	<b>Remove</b>	We propose to replace prescriptive requirements relating to the Cheapest Tariff Message with a requirement for suppliers <b>to provide it to consumers at least once in a given year, and at all other Key Prompt Points as appropriate (see new SLC 31F.5).</b>	
	22C.3 (c, ix)	the Exact Tariff Name of the Domestic Customer's Alternative Cheapest Tariff and the Domestic Customer's Estimated Annual Savings based on the premise that the Domestic Customer is now subject to the Relevant Cheapest Evergreen Tariff; and			

	22C.3 (d)	<p>contains a separate part which provides the following information in a form which is easily comparable and clearly illustrates the main differences in the Principal Terms:</p> <ul style="list-style-type: none"> <li>(i) the Principal Terms that currently apply to the Domestic Customer;</li> <li>(ii) the Principal Terms that would apply if the Domestic Customer becomes subject to the Relevant Cheapest Evergreen Tariff by virtue of paragraph 22C.7; and,</li> <li>(iii) where a Notice is also being provided to the Domestic Customer pursuant to SLC 22C.5(a) below, the Principal Terms that would apply if the Domestic Customer agrees a further fixed term period for an existing Fixed Term Supply Contract;</li> </ul>	<b>Amend and move</b>	<p>We propose to remove the requirement for suppliers to provide the Principal Terms for the consumer's current tariff with the Statement of Renewal Terms, in order to reduce the amount of information provided on or with the notice. Instead we will require suppliers to signpost to this information. We propose to retain the requirement for suppliers to provide the Principal Terms for the relevant default tariff or, if offered, for the further fixed term period.</p>	<p>We have moved this to sit with the contract changes rules (<b>SLC 31I.5(c)</b>).</p> <p>Amended drafting:</p> <p><i>[The Statement of Renewal terms must include]:</i>  <i>(c) changes to the Principles Terms, this means:</i>  <i>(i) draw the Domestic Customer's attention to the current Principal Terms;</i>  <i>(ii) [as 22C.3(d)(ii)]</i>  <i>(iii) [as 22C.3(d)(iii)]</i></p>
	22C.3 (e)	contains a separate part which, in accordance with paragraph 31E.8 of standard condition 31E (Provision of Tariff Information Label and Estimated Annual Costs at the same time as Principal Terms), contains the Tariff Information Label for each set of Principal Terms provided pursuant to sub-paragraph 22C.3(d); and	<b>Amend and move</b>	<p>We originally proposed to retain this requirement in its original form. Having redrafted the 'contract changes' SLC, we have amended this rule to fit with the new rules better. It still signposts to the old rule 31E.8 (which will now be 31F.11), so the effect of this rule is the same.</p>	<p>We have merged these rules and the amended version is <b>SLC 31I.5(d)</b>.</p> <p>Amended drafting: <i>the new Estimated Annual Costs and Tariff Information Label with the new Principal Terms, as required by paragraph 31F.11</i></p>
	22C.3 (f)	contains a separate part which, in accordance with paragraph 31E.8 of standard condition 31E	<b>Amend and move</b>	<p>We originally proposed to remove this rule as we considered that the outcomes that this requirement is</p>	

		(Provision of Tariff Information Label and Estimated Annual Costs at the same time as Principal Terms), contains the Domestic Customer's Estimated Annual Costs for each set of Principal Terms provided pursuant to sub-paragraphs 22C.3(d)(i) and (iii) (but not the Domestic Customer's Estimated Annual Costs for the set of Principal Terms provided pursuant to sub-paragraph 22C.3(d)(ii), which must already be provided in accordance with sub-paragraph 22C.3(c)(vii)).		intended to achieve are covered by SLC 31E.8 which we are proposing to retain. We still agree with this, but for clarity are proposing to signpost to the old rule 31E.8 (which will now be 31F.13) in the contract changes principle.	
	22C.4 (a)	The licensee must:  provide a Domestic Customer with a copy of the SLC 22C Statement of Renewal Terms which complies with paragraph 22C.3 no earlier than 49 days and no later than 42 days before the fixed term period of their Fixed Term Supply Contract is due to end; and	<b>Remove</b>	We consider that the outcomes that this requirement is intended to achieve are covered by our proposed narrow principle on <b>contract changes (SLCs 31I.1-3)</b> . A principles-based approach to timing will put the onus on suppliers to determine when information should be provided to consumers to maximise the effectiveness of this information as a prompt to engage.	
	22C.4 (b)	with the exception of the Notice described in paragraph 22C.5, ensure that the SLC 22C Statement of Renewal Terms is separate from any other document (including, but not limited to, a Bill, statement of account, Annual Statement or marketing material) and is provided to the Domestic Customer separately from any other document (including, but not limited to, a Bill, statement of	<b>Amend and move</b>	We continue to think it is important that the Statement of Renewal Terms continues to be provided as a distinct communication from others, to ensure that the messages it contains do not get lost.  We are amending this rule to remove the references to Annual Statements, but otherwise the drafting is not changing.	We have moved this to sit with the contract changes rules (SLC 31I.6).

		account, Annual Statement or marketing material).			
22C.5(a)		<p>In relation to any Fixed Term Supply Contract, other than a Relevant Fixed Term Default Tariff, the licensee may only extend the duration of that Contract for a further fixed term period (with or without any changes to other terms and conditions, including the Charges for the Supply of Electricity) if:</p> <p>(a) no earlier than 49 days and no later than 42 days before the fixed term period of an existing Fixed Term Supply Contract is due to end, the licensee has given the Domestic Customer a copy of the SLC 22C Statement of Renewal Terms which complies with paragraph 22C.3 and which incorporates a Notice which [...]</p>	<b>Amend</b>	<p>We are proposing to amend the timing reference of 42-49 days, to bring the provision of this notice in line with other contract change notifications.</p>	<p><i>Amended drafting: (a) the licensee has provided the Domestic Customer with a Domestic Statement of Renewal Terms which incorporates an additional Notice which: [...]</i></p>
22C.5(a)(v)		... without prejudice to SLC 22 Supplier and Customer Information and the SLC 22C Statement of Renewal Terms, does not include any other information.	<b>Remove</b>	<p>We have removed the requirement for the Domestic (SLC 22C) Statement of Renewal Terms to <i>only</i> contain certain information. Therefore this condition is redundant.</p>	
22C.16		Definition of 'SLC 22C Exempt Information' and 'SLC 22 Supplier and Customer Information'	<b>Remove</b>	<p>The only references made to these definitions are in SLCs we are planning to remove. These definitions would therefore be redundant.</p>	
<p>We have also made a number of consequential amendments to rules that are remaining in SLC 22C, to reflect that some of the rules about contract changes are now in SLC 31I. For example, references to "SLC 22C Statement of Renewal Terms" have been updated to refer to "Domestic Statement of Renewal Terms". None of these changes are intended to alter existing policy intent.</p>					

<b>22D: Dead tariffs</b>	<b>22D.1</b>				
	22D.2	Subject to paragraphs 22D.5 to 22D.19, where paragraph 22D.3 or 22D.4 applies, the licensee may continue to supply a Domestic Customer using a Dead Tariff which existed before the date paragraph 22D.1 takes effect.	<b>Amend</b>	We are proposing to amend this SLC to clarify that the Dead Tariff rules apply to tariffs that were available pre-RMR. We have also removed the reference to paragraph 22D.4 as we are proposing to remove this rule.	Amended drafting: [...] which existed before the date paragraph 22D.1 took effect (on 23 October 2013).
	22D.3	<p>This paragraph applies where the Dead Tariff:</p> <p>(a) already fully complies with the requirements of standard condition 22A; and</p> <p>(b) would be cheaper than or as cheap as the licensee's Relevant Cheapest Evergreen Tariff for the particular Domestic Customer.</p>	<b>Amend</b>	We are proposing to clarify the tense in part (b), as the Dead Tariffs Window has passed.	Amended drafting: (b) is cheaper than or as cheap as the licensee's Relevant Cheapest Evergreen Tariff for the particular Domestic Customer.
	22D.4	<p>This paragraph applies where:</p> <p>(a) the licensee has the ability to unilaterally change the terms and conditions of the Evergreen Supply Contract (or, as the case may be, Deemed Contract) in respect of the Dead Tariff;</p> <p>(b) the licensee will be able to ensure that the terms and conditions of the Evergreen Supply Contract (or, as the case may be, Deemed Contract) in respect of the Dead Tariff are unilaterally changed to fully comply with the requirements of standard condition 22A in a manner which seeks to ensure that:</p>	<b>Remove</b>	<p>We are proposing to remove these parts of SLC22D that are no longer relevant, and make it clearer to new or recent entrants that this only applies to tariffs that were available pre-RMR.</p> <p>These SLCs refers to things that suppliers had to do during the Dead Tariffs Window, which closed in June 2014. They are no longer relevant so we are proposing to remove them.</p>	

		<p>(i) any changes to the terms and conditions are the minimum necessary to achieve full compliance; and</p> <p>(ii) the terms and conditions are as similar as possible to the terms and conditions which currently apply in respect of the Dead Tariff; and</p> <p>(c) if, in the event the terms and conditions of the Evergreen Supply Contract (or, as the case may be, Deemed Contract) in respect of the Dead Tariff were changed to fully comply with the requirements of standard condition 22A in the manner described in sub-paragraph 22D.4(b), the licensee will be able to ensure that the Dead Tariff remains a single Tariff and is not subdivided into two or more Tariffs; and</p> <p>(d) if, in the event the terms and conditions of the Evergreen Supply Contract (or, as the case may be, Deemed Contract) in respect of the Dead Tariff were changed to fully comply with the requirements of standard condition 22A in the manner described in sub-paragraph 22D.4(b), the Dead Tariff would be cheaper than or as cheap as the licensee's Relevant Cheapest Evergreen Tariff for the particular Domestic Customer.</p>			
	22D.5	Where pursuant to paragraph 22D.2 the licensee has decided to continue to supply a particular			

		Domestic Customer using a Dead Tariff, and it is necessary for the terms and conditions of the Evergreen Supply Contract (or, as the case may be, Deemed Contract) in respect of the Dead Tariff to be changed to fully comply with the requirements of standard condition 22A, it must during the Dead Tariffs Window: [...]			
	22D.6	Unless paragraph 22D.8 applies, where the licensee has decided not to continue to supply a Domestic Customer using a Dead Tariff or is unable to do so by virtue of a requirement of this condition, it must ensure during the Dead Tariffs Window, in a way that is compatible with standard licence conditions and legislation, that the Domestic Customer becomes subject to the licensee's Relevant Cheapest Evergreen Tariff.	<b>Remove</b>		
	22D.7	Where pursuant to paragraph 22D.2, the licensee has decided to continue to supply a Domestic Customer using a Dead Tariff, it must:  (a) reassess each year during the Annual Assessment Period whether the Dead Tariff is cheaper than or as cheap as the licensee's Relevant Cheapest Evergreen Tariff for the particular Domestic Customer; and (b) only continue to supply the Domestic Customer using the	<b>Amend</b>	<p>We are proposing to remove the reference to the Annual Assessment Period, as it is currently defined in relation to the Annual Statement, which we are proposing to remove. We consider that there is no need to specify exactly when in the year a supplier reassesses customers on dead tariffs, as long as this happens once a year.</p> <p>We also propose to remove the definition of 'Annual Assessment Period' in SLC 22D.22.</p>	Amended drafting: (a) <i>reassess in every twelve month period whether the Dead Tariff is cheaper [...]</i>



		Dead Tariff if that Tariff is cheaper than or as cheap as the licensee's Relevant Cheapest Evergreen Tariff for the particular Domestic Customer.			
	22D.8	Where pursuant to paragraph 22D.7, the licensee is unable to continue to supply the Domestic Customer using the Dead Tariff or otherwise does not wish to continue to supply the Domestic Customer using the Dead Tariff, the licensee must ensure, in a way that is compatible with standard licence conditions and legislation, that the Domestic Customer becomes subject to the licensee's Relevant Cheapest Evergreen Tariff on or before the Completion Date.	<b>Amend</b>	<p>We are proposing to remove the reference to the Completion Date, as it is currently defined in relation to the Annual Statement, which we are proposing to remove.</p> <p>Instead we are proposing to require suppliers to make the customer become subject to the licensee's Relevant Cheapest Evergreen Tariff as soon as reasonably practicable after the reassessment in SLC 22D.7 has taken place.</p>	Amended drafting: [...] that the Domestic Customer becomes subject to the licensee's Relevant Cheapest Evergreen Tariff as soon as reasonably practicable following the reassessment under paragraph 22D.7.
	22D.9	Subject to paragraph 22D.10, where the licensee has decided to not continue to supply a Domestic Customer using a Dead Tariff or is unable to do so by virtue of a requirement of this condition, it must ensure that, no earlier than 49 days and no later than 42 days before the Domestic Customer is due to become subject to the licensee's Relevant Cheapest Evergreen Tariff, the particular Domestic Customer is given a Notice which:	<b>Amend</b>	<p>We are proposing to amend the timing reference of 42-49 days, to bring the provision of this notice in line with other contract change notifications.</p>	<p>Amended drafting:</p> <p>Subject to paragraph 22D.10, where the licensee has decided to not continue to supply a Domestic Customer using a Dead Tariff or is unable to do so by virtue of a requirement of this condition, it must ensure that the particular Domestic Customer is given a Notice that they are due to become subject to the licensee's Relevant Cheapest Evergreen Tariff which:</p> <p>(aa) is in a form and at an appropriate time that is designed to prompt that Domestic Customer to make an</p>

					<i>informed choice in light of the change in Tariff, leaving reasonable time for that Domestic Customer to avoid that change before it takes effect;</i>
	22D.9 (a)-(c)				
	22D.9 (d)	<p>Subject to paragraph 22D.10, where the licensee has decided to not continue to supply a Domestic Customer using a Dead Tariff or is unable to do so by virtue of a requirement of this condition, it must ensure that, no earlier than 49 days and no later than 42 days before the Domestic Customer is due to become subject to the licensee's Relevant Cheapest Evergreen Tariff, the particular Domestic Customer is given a Notice which:</p> <p>(d) includes the following statement, presented in a manner which is readily distinguishable from the other text presented in the Notice: "Remember – it might be worth thinking about switching your tariff or supplier";</p>	Remove	<p>We consider that the outcomes that these requirements are intended to achieve are covered by our proposed narrow principles on <b>encouraging and enabling engagement (SLCs 31F.1-4)</b>.</p>	
	22D.9 (e) (i-iii)				
	22D.9 (e, iv)	<p>Subject to paragraph 22D.10, where the licensee has decided to not continue to supply a Domestic Customer using a Dead Tariff or is unable to do so by virtue of a requirement of this condition, it must ensure that, no earlier than 49 days and no later than 42 days before the Domestic Customer is due to become subject to the</p>	Remove	<p>We propose to replace prescriptive requirements to provide Estimated Annual Costs on specific communications with a requirement for suppliers to <b>provide it to consumers at least once in a given year, and at all other Key Prompt Points as appropriate (see new SLC 31F.5)</b>.</p>	

		<p>licensee's Relevant Cheapest Evergreen Tariff, the particular Domestic Customer is given a Notice which:</p> <p>(e) where the supplier has the ability to make unilateral changes to the terms and conditions of the Evergreen Supply Contract (or, as the case may be, Deemed Contract) in respect of the Dead Tariff and, in order to ensure that the Domestic Customer would become subject to their Relevant Cheapest Evergreen Tariff, is changing those terms and conditions to ensure that they are the same as the Relevant Cheapest Evergreen Tariff, provides the following information:</p> <p>(iv) where the licensee is increasing the Charges for the Supply of Electricity for the Dead Tariff by increasing any Unit Rate or Standing Charge (including, where applicable, where the licensee is making any reduction in the amount of a Discount which is applied to a Unit Rate or Standing Charge), the:</p> <ol style="list-style-type: none"> <li>Domestic Customer's Estimated Annual Costs using their current Charges for the Supply of Electricity;</li> <li>Domestic Customer's Estimated Annual Costs</li> </ol>			
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		using the new Charges for the Supply of Electricity; and c. amount in pounds sterling of the difference between (1) and (2);			
	22D.9 (e) (v)				
	22D.9 (e, vi)	<p>Subject to paragraph 22D.10, where the licensee has decided to not continue to supply a Domestic Customer using a Dead Tariff or is unable to do so by virtue of a requirement of this condition, it must ensure that, no earlier than 49 days and no later than 42 days before the Domestic Customer is due to become subject to the licensee's Relevant Cheapest Evergreen Tariff, the particular Domestic Customer is given a Notice which:</p> <p>(e) where the supplier has the ability to make unilateral changes to the terms and conditions of the Evergreen Supply Contract (or, as the case may be, Deemed Contract) in respect of the Dead Tariff and, in order to ensure that the Domestic Customer would become subject to their Relevant Cheapest Evergreen Tariff, is changing those terms and conditions to ensure that they are the same as the Relevant Cheapest Evergreen Tariff, provides the following information:</p>	Remove	<p>We propose to replace prescriptive requirements to provide Estimated Annual Costs on specific communications with a requirement for suppliers to <b>provide it to consumers at least once in a given year, and at all other Key Prompt Points as appropriate (see new SLC 31F.5).</b></p>	

		(vi) in close proximity to the information required by subparagraph 22D.9(e)(iv), a brief statement explaining what is included in the Estimated Annual Costs, including, but not limited to, value added tax (and, where the Domestic Customer is subject to a Warm Home Discount, the Notice may also include a brief statement to the effect that a Warm Home Discount is not included);			
	22D.9 (e) (vii), (f) (i)-(iv)				
	22D.9 (f) (v) and (vi)	<p>(f) where the licensee is terminating the Evergreen Supply Contract that is subject to a Dead Tariff in order to ensure that the Domestic Customer would become subject to their Relevant Cheapest Evergreen Tariff on the basis of a Deemed Contract (in the event that the Domestic Customer continued to consume gas), provides the following information:</p> <p>(v) the Exact Tariff Name of the Domestic Customer's Relevant Cheapest Tariff and their Estimated Annual Savings; and</p> <p>(vi) the Exact Tariff Name of the Domestic Customer's Alternative Cheapest Tariff and their Estimated Annual Savings; and</p>	Remove	We propose to replace prescriptive requirements relating to the Cheapest Tariff Message with a requirement for suppliers provide it to consumers at least once in a given year, and at all other Key Prompt Points as appropriate (see <b>new SLC 31F.5</b> ).	
	22D.9 (g)-(l), 22D.10-21 – We have made a consequential amendment to 22D.16A				
	22D.22	<b>Definitions</b> "Annual Assessment Period"	Remove	We are proposing to remove the definitions of "Annual Assessment Period" and "Completion Date".	

		"Completion Date" "Dead Tariffs Window"		<p>These relate to the Annual Statement, which we are proposing to remove. We have discussed this further in relation to SLCs 22D.7 and 22D.8 above.</p> <p>We are also proposing to remove the definition of "Dead Tariffs Window". This is only referred to in SLCs 22D.5 and 22D.6 which we are proposing to remove.</p>	
		"SLC 22D Information Restrictions"	<b>Amend</b>	We are proposing to amend the definition of "SLC 22D Information Restrictions" to remove the reference to the Annual Statement, in line with our wider proposal to remove Annual Statements.	
<b>22F: Bespoke heating system arrangements (electricity only)</b>	22F.1	For the purposes of this condition a "Bespoke Heating System Arrangement" is a contractual arrangement (or, where applicable, part of a contractual arrangement) in respect of a Domestic Supply Contract or a Deemed Contract which only relates to an Electrical Heating System.	<b>Remove</b>	<p>We propose to remove these requirements. We consider that the outcomes they are intended to achieve are generally covered by the <b>Standards of Conduct (SLC 0)</b>.</p> <p>We are proposing to remove the requirement for suppliers to provide only one Tariff Information Label to customers with bespoke heating systems (SLC 27F.8 (b)), as we believe that that there is merit in allowing suppliers to present this information across more than one Tariff Information Label if it makes this information clearer to their customers.</p>	
	22F.2	This condition applies to any Domestic Supply Contract or a Deemed Contract which incorporates a Bespoke Heating System Arrangement and takes precedence over any requirements of any standard conditions set out in paragraph 22F.3 or otherwise referred to in paragraphs 22F.4 to 22F.10.			
	22F.3 – 22F.5	(not used)			

	22F.6	In respect of a Domestic Supply Contract or a Deemed Contract which incorporates a Bespoke Heating System Arrangement but does not solely relate to a Bespoke Heating System Arrangement, any requirement in a standard condition to provide or display information in respect of a Unit Rate or Unit Rates is to be read as a requirement to provide or display (as the case may be) information in respect of all of the Unit Rates that apply to the Domestic Customer's premises along with information specifying which Unit Rate or Unit Rates apply to the Bespoke Heating System Arrangement and which Unit Rate or Unit Rates apply to the supply of electricity to premises (or part of premises) which does not relate to the Bespoke Heating System Arrangement.			
	22F.7	In respect of a Domestic Supply Contract or a Deemed Contract which incorporates a Bespoke Heating System Arrangement and which has two Exact Tariff Names, any requirement in a standard condition to provide or display an Exact Tariff Name is to be read as a requirement to provide or display (as the case may be) both Exact Tariff Names.			
	22F.8	In respect of a Domestic Supply Contract or a Deemed Contract which incorporates a Bespoke Heating System Arrangement but			

		<p>does not solely relate to a Bespoke Heating System Arrangement, any requirement in a standard condition to provide or display:</p> <ul style="list-style-type: none"> <li>(i) Relevant Cheapest Tariff information and/or Alternative Cheapest Tariff information ("Cheapest Tariff Information"), is to be read as a requirement to provide or display (as the case may be) the Cheapest Tariff Information in respect of the Bespoke Heating System Arrangement and the other part of the Domestic Supply Contract or Deemed Contract which applies to the same Domestic Premises combined;</li> <li>(ii) a Tariff Information Label, is to be read as a requirement to provide or display (as the case may be) a single Tariff Information Label which incorporates the applicable information in respect of both the Bespoke Heating System Arrangement and the other part of the Domestic Supply Contract or Deemed Contract which applies to the same Domestic Premises;</li> <li>(iii) information about a Tariff on a Bill, statement of</li> </ul>			
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		account or Annual Statement, is to be read as a requirement to provide or display (as the case may be) the information in a manner which incorporates the applicable information in respect of both the Bespoke Heating System Arrangement and the other part of the Domestic Supply Contract or Deemed Contract which applies to the same Domestic Premises.			
	22F.9	<p>In respect of a Bespoke Heating System Arrangement which involves the use of more than one Standing Charge:</p> <p>(i) (not used).</p> <p>(ii) any requirement in a standard condition to use, provide or display information in respect of a Standing Charge is to be read as a requirement to use, provide or display (as the case may be) information in respect of all of the Standing Charges that apply along with information specifying what each Standing Charge applies to.</p>			
	22F.10	In respect of a Bespoke Heating System Arrangement which involves the use of more than one			

		Electricity Meter, the references to the word "Meter" in the definitions of "Alternative Cheapest Tariff", "Relevant Cheapest Tariff" and "Relevant Cheapest Evergreen Tariff" are to be read as "Meters".			
	22F.11	The licensee must take all reasonable steps to ensure that Domestic Customers which are subject to a Bespoke Heating System Arrangement are not at a significant disadvantage to other Domestic Customers when they:  (a) seek to evaluate the benefits and costs of the Tariff that applies to their Bespoke Heating System Arrangement; and  (b) consider changing their Tariff or supplier.	<b>Retain and move</b>	We propose to retain this requirement, to ensure the policy intent of these rules is still retained in the licence, so that current and new suppliers know they have an obligation to consider the needs to customers with bespoke heating systems and ensure they are treated fairly.  We propose to move this requirement to sit with the other rules around encouraging and enabling engagement ( <b>SLC 31F.14</b> ).	We have moved this to sit with the encouraging and enabling engagement rules ( <b>SLC 31F.14</b> ).
	22F.13A	The licensee is not required to comply with standard condition 22F to such extent and subject to such conditions as the Authority may from time to time direct.	<b>Remove</b>	We propose to remove these requirements. We consider that the outcomes they are intended to achieve are generally covered by the <b>Standards of Conduct (SLC 0)</b> .	
	22F.14	[Definitions for the purpose of standard condition 22F]			
<b>22G: Requirements for Restricted Meters (electricity only)</b>	22G.9	The Relevant Licensee must provide the Specified Information to each Relevant RMI Customer in each Relevant RMI Customer's Bill, Statement of Renewal Terms, or other regular written correspondence with the Relevant RMI Customer, in a manner designed to promote positive engagement (which may be specified by the Authority).	<b>Retain and amend</b>	This rule is designed to get specific messages across to customers with a particular characteristic and was put in place as a CMA remedy. The rule was introduced to make it clear to customers that they can switch supplier and to provide details for Citizens Advice. We clarified in a <a href="#">letter</a> last year that these rule does not require prescriptive wording or formatting. Customers with these	

		[Specified Information means (a) a statement that the Relevant RMI Customer is able to change their electricity supplier or change to a Relevant Tariff without having to change, nor incurring any costs or any other financial charge associated with replacing, their Electricity Meter; and (b) contact details for the Relevant Citizens Advice Body.]		<p>meters also fall under the smart meter rollout, effectively limiting the lifespan of this SLC.</p> <p>We have amended this SLC to update the reference from SLC 22C Statement of Renewal Terms in line with our new definition (Domestic Statement of Renewal Terms).</p>	
<b>23: Notification of Domestic Supply Contract terms</b>	23.2	No earlier than 49 days and no later than 42 days before a Domestic Supply Contract is due to end (including in circumstances where the Domestic Supply Contract is being terminated by the licensee), the licensee must inform the Domestic Customer (who is party to that contract) in Writing of the Principal Terms of the Deemed Contract that will apply after the Domestic Supply Contract ends if he does not enter into a new Domestic Supply Contract.	<b>Amend</b>	<p>We are proposing to amend the timing reference of 42-49 days, to bring the provision of this notice in line with other contract change notifications.</p>	<p>Amended drafting:</p> <p><i>Before a Domestic Supply Contract is due to end (including in circumstances where the Domestic Supply Contract is being terminated by the licensee), the licensee must give a Notice to the Domestic Customer:</i></p> <p><i>(a) in a form and at an appropriate time that is designed to prompt that Domestic Customer to make an informed choice in light of the Domestic Supply Contract ending, leaving reasonable time for that Domestic Customer to avoid that change before it takes effect;</i></p> <p><i>(b) that contains information which is sufficient to enable that Domestic Customer to understand:</i></p> <p><i>(i) the Principal Terms of the Deemed Contract that will</i></p>

					<i>apply after the Domestic Supply Contract ends if the Domestic Customer does not enter into a new Domestic Supply Contract, and</i>  <i>(ii) when the change takes effect.</i>
23.3	<p>If, in accordance with the terms of a Domestic Supply Contract with a Domestic Customer, the licensee:</p> <p>(a) increases the Charges for the Supply of Electricity to a Domestic Premises (including by making any reduction in the amount of a Discount that is applied to a Unit Rate or Standing Charge); or</p> <p>(b) unilaterally varies any other term of the contract in any other way that is to the disadvantage of the Domestic Customer ("Disadvantageous Unilateral Variation"), the licensee must give Notice of that increase in the Charges for the Supply of Electricity or Disadvantageous Unilateral Variation to the Domestic Customer in accordance with paragraph 23.4.</p>	<b>Amend</b>	<p>We are proposing to update the reference to the Notice of increase in Charges/Disadvantageous Unilateral Variation being issued and refer instead to SLC 31I, to avoid duplication.</p>	<p>Amended drafting: [...] the licensee must act in accordance with standard condition 31I.</p>	
23.3A, 23.3B					
23.4 (a)	<p>Subject to paragraphs 23.11 and 23.12, the Notice referred to in paragraph 23.3 [a Notice of increase in the Charges for the Supply of Electricity or other Disadvantageous Unilateral Variation] must:</p>	<b>Remove</b>	<p>We consider that the outcomes that this requirement is intended to achieve are covered by our proposed narrow principle on <b>contract changes (SLCs 31I.1-3)</b>. A principles-based approach to timing will put the onus on suppliers to</p>		

		must be given at least 30 days in advance of the date on which increase in the Charges for the Supply of Electricity or Disadvantageous Unilateral Variation has effect;		determine when information should be provided to consumers to maximise the effectiveness of this information as a prompt to engage.	
	23.4 (b)	without prejudice to a Gas SLC 23 Notice, must not be provided in conjunction with any other information, including (but not limited to) a Bill, statement of account, Annual Statement or marketing material;	<b>Amend and move</b>	<p>We think it is important that the Notice continues to be provided as a distinct communication from others, to ensure that the messages it contains do not get lost.</p> <p>We are amending this rule to remove the references to Annual Statements, but otherwise the drafting is not changing.</p>	We have moved this to sit with the contract changes rules ( <b>SLC 31I.4(a)</b> ).
	23.4 (c)	without prejudice to the SLC 23 Exempt Information, and subject to paragraph 23.4A, must only include the information mentioned in subparagraphs 23.4(d) to 23.4(y);	<b>Remove</b>	We originally proposed to amend this SLC, to remove the reference to "only", so that other things can be included beyond those specified in this list. Having considered this further, we don't think that the reference to "SLC 23 Exempt Information" is needed any more either, so we propose to remove this SLC.	
	23.4 (d)	must contain a title which clearly highlights that the Notice relates to an increase in Charges for the Supply of Electricity and/or Disadvantageous Unilateral Variation;	<b>Remove</b>	We consider that the outcomes that this requirement is intended to achieve are covered by the <b>Standards of Conduct (SLC 0)</b> .	
	23.4 (e)	must inform the Domestic Customer of each specific: (a) increase in the Charges for the Supply of Electricity (including, where applicable, where the licensee is making any reduction in the amount	<b>Remove</b>	We consider that the outcomes that these requirements are intended to achieve are covered by our proposed narrow principle on <b>contract changes (SLCs 31I.1-3)</b> .	

		of a Discount which is applied to a Unit Rate or Standing Charge) which applies to each particular Domestic Customer; and/or Disadvantageous Unilateral Variation which applies to each particular Domestic Customer;		Additionally, we propose to replace prescriptive requirements to provide Estimated Annual Costs on specific communications with a requirement for suppliers to <b>provide it to consumers at least once in a given year, and at all other Key Prompt Points as appropriate (see new SLC 31F.5).</b>	
	23.4 (f)	where the licensee is increasing the Charges for the Supply of Electricity (including, where applicable, where the licensee is making any reduction in the amount of a Discount which is applied to a Unit Rate or Standing Charge), must provide the Domestic Customer with a comparison of their current Charges for the Supply of Electricity and the new Charges for the Supply of Electricity;			
	23.4 (g)	where the licensee is increasing the Charges for the Supply of Electricity by increasing any Unit Rate or Standing Charge (including, where applicable, where the licensee is making any reduction in the amount of a Discount which is applied to a Unit Rate or Standing Charge), must provide the Domestic Customer with: (a) their Estimated Annual Costs using their current Charges for the Supply of Electricity; (b) their Estimated Annual Costs using the new Charges for the Supply of Electricity; and			

		(c) the amount in pounds sterling of the difference between (i) and (ii);			
	23.4 (h)	where the licensee is making a Disadvantageous Unilateral Variation, must provide the Domestic Customer with a comparison of the term that currently applies and the new term;			
	23.4 (i)	must inform the Domestic Customer of the date the increase in the Charges for the Supply of Electricity or Disadvantageous Unilateral Variation has effect;			
	23.4 (j)	must inform the Domestic Customer of the main reasons for the increase in the Charges for the Supply of Electricity and/or the Disadvantageous Unilateral Variation;			
	23.4 (k)	must include the following statement, presented in a manner which is readily distinguishable from the other text presented in the SLC 23 Notice: "Remember – it might be worth thinking about switching your tariff or supplier";	<b>Remove</b>	We consider that the outcomes that these requirements are intended to achieve are covered by our proposed narrow principles on <b>encouraging and enabling engagement (SLCs 31F.1-4)</b> .	
	23.4 (l)	must inform the Domestic Customer that he may end the Domestic Supply Contract if the increase in the Charges for the Supply of Electricity or Disadvantageous Unilateral Variation is unacceptable to him by changing his Electricity Supplier or entering into a new contract with his Electricity Supplier;	<b>Retain and move</b>	This information is crucial to ensuring consumers understand their rights to switch free of penalty when their prices are increasing.	We have moved this to sit with the contract changes rules ( <b>SLC 31I.4(b)</b> ).

	23.4 (m)	must inform the Domestic Customer where he may obtain impartial advice and information about changing his Electricity Supplier;	<b>Remove</b>	We consider that the outcomes that this requirement is intended to achieve are covered by our proposed narrow principle on <b>assistance and advice (SLCs 31G.1-3)</b> .	
	23.4 (n)	must inform the Domestic Customer that where he has any Outstanding Charges, his Electricity Supplier may be able to prevent a Proposed Supply Transfer; and	<b>Remove</b>	We consider that the outcomes that these requirements are intended to achieve are covered by our proposed narrow principle on <b>contract changes (SLCs 31I.1-3)</b> .	
	23.4 (o)	must explain the effect of paragraph 23.6 in terms of how the Domestic Customer may be able to take steps to avoid the increase in the Charges for the Supply of Electricity or Disadvantageous Unilateral Variation (including by indicating that the Domestic Customer would need to enter into a new contract with either his Electricity Supplier or another Electricity Supplier as soon as possible to facilitate this process);			
	23.4 (p)	where the Domestic Supply Contract provides for a Termination Fee, must explain the effect of sub-paragraph 24.3(c) of standard condition 24;			
	23.4 (q)	must inform the Domestic Customer of his Annual Consumption Details and display that information in kilowatt hours under a title which clearly highlights that the information relates to the Domestic Customer's actual or estimated (as applicable) annual consumption;	<b>Remove</b>	We consider that the outcomes that these requirements are intended to achieve are covered by our proposed narrow principles on <b>encouraging and enabling engagement (SLCs 31F.1-4)</b> .	



	23.4 (r)	must inform the Domestic Customer of the following information: (a) the Exact Tariff Name for the Tariff that applies to the Domestic Customer; and (b) the Exact Payment Method that applies to the Domestic Customer;			
	23.4 (s)	in close proximity to the information required by subparagraph 23.4(f) and 23.4(h), must include a statement to the effect that value added tax (at the applicable rate) is included in any Charges for the Supply of Electricity and any other charges which are subject to value added tax and that this may be different to the way such charges are displayed on a Bill or statement of account;	<b>Retain and move</b>	We originally proposed to merge rules around displaying charges and value added tax in the rules relating to customer communications into a single reference. On further consideration, we think it is clearer to retain them as separate rules.	We have moved this to sit with the contract changes rules ( <b>SLC 31I.4(c)</b> ).
	23.4 (t)	in close proximity to the information required by subparagraph 23.4(g) and subparagraph 23.4(u)(i), must include a brief statement explaining what is included in the Estimated Annual Costs, including, but not limited to, value added tax (and, where the Domestic Customer is subject to a Warm Home Discount, the Notice may also include a brief statement to the effect that a Warm Home Discount is not included);	<b>Remove</b>	We propose to replace prescriptive requirements to provide Estimated Annual Costs on specific communications with a requirement for suppliers to <b>provide it to consumers at least once in a given year, and at all other Key Prompt Points as appropriate (see new SLC 31F.5)</b> .	
	23.4 (u)	Subject to paragraphs 31E.1 to 31E.4 of standard condition 31E (Additional Rules for Relevant	<b>Remove</b>	We propose to replace prescriptive requirements to provide Estimated Annual Costs on specific	

		Cheapest Tariff and Alternative Cheapest Tariff information), must inform the Domestic Customer of: (a) their Estimated Annual Costs (unless their Estimated Annual Costs is already being provided pursuant to sub-paragraph 23.4(g)); (b) the Exact Tariff Name of their Relevant Cheapest Tariff and their Estimated Annual Savings; and (c) the Exact Tariff Name of their Alternative Cheapest Tariff and their Estimated Annual Savings; and		communications with a requirement for suppliers to <b>provide it to consumers at least once in a given year, and at all other Key Prompt Points as appropriate (see new SLC 31F.5).</b>  We propose to <u>replace</u> prescriptive requirements relating to the Cheapest Tariff Message with a requirement for suppliers to <b>provide it to consumers at least once in a given year, and at all other Key Prompt Points as appropriate (see new SLC 31F.5).</b>	
	23.4 (v)	(not used)	<b>Remove</b>	This SLC is no longer used so can be removed.	
	23.4 (w)				We have moved this to sit with the contract changes rules ( <b>SLC 31I.4(d)</b> ).
	23.4 (x)	may include a website URL for the Concise Guidance and Energy Consumer Guidance, and, if they do so, must also include a statement to the effect that a hard copy of each can be provided to the Domestic Customer on request; and	<b>Remove</b>	We consider that the outcomes that this requirement is intended to achieve are covered by our proposed narrow principle on <b>assistance and advice (SLCs 31G.1-3).</b>	
	23.4 (y)	must include (as part of the SLC 23 Notice or as a separate document) any Energy Literacy Information specified in directions which, following consultation, the Authority may issue and may from time to time revise (following further consultation).	<b>Amend and move</b>	We are merging requirements to comply with guidance or directions issued by the Authority around customer communication-related rules. There will be one requirement at the end of each of the four new licence conditions (SLCs 31F, 31G, 31H and 31I).	We have moved this to sit with the contract changes rules ( <b>SLC 31I.8</b> ).  Amended drafting: <i>The licensee must have regard to any guidance on SLC 31I (including in respect of definitions which appear in standard condition 1) which,</i>

					following consultation, the Authority may issue and may from time to time revise (following further consultation).
23.4A, 23.4B – only consequential amendments					
23.5	The licensee must display the information required in sub-paragraphs 23.4 (d), (f), (g), (h), (i), (k), (q) and (r) in a prominent manner on the SLC 23 Notice.	Remove		We are proposing to remove all formatting requirements. We consider that the outcomes that these requirements are intended to achieve are covered by the <b>Standards of Conduct (SLC 0)</b> and our proposed new narrow principles.	
23.5A	Subject to paragraph 23.5B, the licensee must present the SLC 23 Supplier and Customer Information and information required in sub-paragraphs 23.4 (d), (e), (f), (g), (i),(k) and (u) on the front page of the SLC 23 Notice.				
23.5B	Paragraph 23.5A does not apply to sub-paragraphs 23.4 (f), (g) and (q) in circumstances where:  (a) the Tariff is a Time of Use Tariff; and by virtue of the number of time periods that apply to the Time of Use Rates, the licensee would not be able to present the other information referred to in paragraph 5A on the front page of the SLC 23 Notice without compromising its ability to comply with paragraph 23.5.				
23.6-23.8A					
23.8B	Where the licensee has satisfied the requirements of sub-paragraphs 23.8A (a), (b) and (c) (but not the other requirements of paragraph 23.8A), the	Amend		This rule refers to SLC 23.4(a) which we are removing. We propose to amend the rule to be clear it refers to when the former SLC 23 Notice (now Relevant Contract Change	Amended drafting: Where the licensee has satisfied the requirements of sub-paragraphs 23.8A (a), (b) and (c) (but not the other

		reference to "30 days" in sub-paragraph 23.4(a) is to be read as a reference to "7 Working Days".		Notice) needs to be sent in these specific circumstances.	<i>requirements of paragraph 23.8A), the Notice referred to in paragraph 23.3 must be given at least 7 Working Days in advance of the date on which the increase in the Charges for the Supply of Electricity or Disadvantageous Unilateral Variation has effect.</i>
23.9-10 – only consequential amendments					
23.11		The licensee must comply with sub-paragraphs 23.4(f) and 23.4(g) in accordance with the requirements of Schedules 1, 2, 3 and to standard condition 23.	<b>Remove</b>	We are proposing to remove all formatting requirements including the schedules, so this SLC would be redundant.	
23.12					
23.13		Definitions 'Concise Guidance' 'Energy Consumer Guidance' 'Energy Literacy Information' 'SLC 23 Exempt Information' 'SLC 23 Supplier and Customer Information'	<b>Remove</b>	The only references made to these definitions in SLC 23 are in sub-conditions that we are planning to remove. These definitions would therefore be redundant.	
		'Relevant Matters for SLC 23'	<b>Amend</b>	We are proposing to remove parts (a) and (b), as these would now be covered by <b>SLC 31I.8</b> .	
		'SLC 23 Notice'	<b>Remove</b>	We are proposing to replace this with a definition for the new term, 'Relevant Contract Change Notice', which will be located in SLC 1.	
Schedules 1 and 2 to SLC 23		[Prescriptive formatting requirements for communicating increased prices for single and dual fuel customers respectively]	<b>Remove</b>	We are proposing to remove all formatting requirements. We consider that the outcomes that these requirements are intended to achieve are covered by the <b>Standards of Conduct (SLC 0)</b> and our proposed new narrow principles.	
Schedules 3 and 4 to SLC 23		[Prescriptive formatting requirements for showing Estimated Annual Costs for single and dual fuel customers respectively]			

	We have also made a number of consequential amendments to rules that are remaining in SLC 23, to reflect that some of the rules about contract changes are now in SLC 31I. We have also updated the name 'SLC 23 Notice' to 'Relevant Contract Changes Notice'. None of these changes are intended to alter existing policy intent.				
<b>24: Termination of Domestic Supply Contracts</b>	24.17	For the purposes of this condition "Switching Window" means the period which begins 49 days before the date the fixed term period of a Fixed Term Supply Contract is due to end and which ends on the date the fixed term period of a Fixed Term Supply Contract is due to end.	<b>Amend</b>	As per our explanation in the statutory consultation, we are proposing to amend the switching window definition so that it starts when the Statement of Renewal Terms is sent, or 49 days before the end of a fixed term contract, whichever is earlier.	Amended drafting:  <i>[...] the period which begins when the Domestic Statement of Renewal Terms is sent, or 49 days before the date the fixed term period of a Fixed Term Supply Contract is due to end (whichever is earlier), and which ends on the date the fixed term period of a Fixed Term Supply Contract is due to end.</i>
<b>25: Informed Choices</b>	We are proposing to amend the title of this SLC to "Informed Choices – tariff comparability and marketing". We think this will make it clearer for those less familiar with the licence (a) what the scope of this SLC is, and (b) how it is different from the Standards of Conduct and our new principles.				
<b>26: Priority Services Register</b>	26.1 (b) & (c, ii)				
<b>27: Payments, deposits, disconnections and final bills</b>	27.6 (b), 27.12, 27.13, 27.14, 27.15, 27.17, 27.18				
<b>28: Prepayment meters</b>	28.1				
<b>31: General information for Domestic Customers</b>	31.1, 31.2, 31.3				<p>We have moved these rules to sit in new SLCs.</p> <p>We have split SLC 31.1 in two. The requirement for information about Citizens Advice to be on Bills has been moved to sit with the billing rules (<b>SLC 31H.5</b>). The</p>

				<p>requirement for this information to be provided annually if customers don't get Bills has been moved to sit with the assistance and advice rules (<b>SLC 31G.9 for electricity, and SLC 31G.10 for gas</b>).</p> <p>SLCs 31.2 and 31.3 have been moved to sit with the rules around encouraging and enabling engagement (<b>SLCs 31F.12 and 31F.13</b>).</p>
31.4 (gas)	<p>If the licensee gives a Bill or statement of account to a Domestic Customer in which Charges for the Supply of Gas are expressed in terms of the Amount of gas supplied, that bill or statement of account must include:</p> <p>(a) an explanation of the basis on which the amount is calculated from the quantity of gas supplied; and</p> <p>(b) if, in making the calculation referred to in sub-paragraph (a), an adjustment is made in relation to a Temperature and Pressure Conversion Factor, details of that adjustment.</p>	<b>Remove</b>	<p>We consider that the outcomes that this requirement is intended to achieve are covered by our proposed narrow principles on <b>bills and billing information (SLCs 31H.1-2)</b>, and <b>encouraging and enabling engagement (SLCs 31F.1-4)</b>.</p> <p>It is important that the calculations suppliers use to convert the quantity of gas supplied to a monetary amount are accurate. If consumers want to see these calculations then they should be able to (as per SLC 21B.7, suppliers must comply with requests for an explanation of how Bills or statements of account have been calculated). Removing SLC 31.4 would not change either of these things, but it would give suppliers more flexibility to determine the level of detail that they should go into when giving consumers information on how their charges have been arrived at.</p>	

	31.4 (electricity), 31.5 (gas)	Electricity drafting: Paragraphs 31.5 to 31.8 apply from the date on which Citizens Advice or Citizens Advice Scotland publishes the first version of the Energy Consumer Guidance and the Concise Guidance.	<b>Remove</b>	The first versions of the Energy Consumer Guidance and the Concise Guidance have already been published, so this SLC is unnecessary.	
	31.5 (electricity), 31.6 (gas)				We have moved these rules to sit with the other rules around assistance and advice ( <b>SLC 31G.4</b> ).
	31.6 (electricity), 31.7 (gas)	<p>The licensee must inform each of its Domestic Customers how the Energy Consumer Guidance and the Concise Guidance can be accessed by:</p> <p>(a) providing each new Domestic Customer whose premises it supplies with electricity under a Contract or a Deemed Contract with this information when the licensee first begins to supply electricity to the Domestic Customer's premises or, in the case of a Deemed Contract, becomes aware that it is doing so;</p> <p>(b) including this information in or with each Bill or statement of account sent to a Domestic Customer in relation to Charges or annually if the licensee has not sent such a Bill or statement of account to him; and</p> <p>(c) providing this information to a Domestic Customer as soon as reasonably practicable after he requests it.</p>	<b>Amend and move</b>	<p>We propose to remove the requirement for information about the Energy Consumer Guidance and the Concise Guidance to be provided in Bills specifically <b>(part (b) of the existing rule)</b>. This is in line with our wider proposals to move away from the Bill being the default communication for all information. We do not propose to remove the requirements for the Energy Consumer Guidance and the Concise Guidance to be provided in general, as these are derived from EU law.</p>	<p>We have moved these rules to sit with the other rules around assistance and advice (<b>SLC 31G.5</b>).</p> <p><i>Amended drafting: The licensee must inform each of its Domestic Customers how the Energy Consumer Guidance and the Concise Guidance can be accessed by:</i></p> <p><i>(a) providing each new Domestic Customer whose premises it supplies with electricity under a Contract or a Deemed Contract with this information when the licensee first begins to supply electricity to the Domestic Customer's premises or, in the case of a Deemed Contract, becomes aware that it is doing so; and</i></p> <p><i>(b) providing this information to a Domestic Customer as soon as reasonably practicable after he or she requests it.</i></p>

	31.7 (electricity), 31.8 (gas), 31.8 (electricity), 31.9 (gas)				We have moved these rules to sit with the other rules around assistance and advice (SLC 31G.6 for electricity and gas, SLC 31G.10 for electricity, 31G.11 for gas).
31A: Bills, statements of account and annual statements	31A.1	The licensee must provide the information contained in paragraph 31A.2 and Schedules 1-3 to standard condition 31A in Writing on every Bill or statement of account sent to a Domestic Customer.	Amend and move	This rule will be amended to reflect the changes to the schedules. (Full details of the schedules can be found in the gas and electricity supply licences.)	We have combined these rules and moved them to sit with the other billing rules (SLC 31H.4).  Amended drafting: The licensee must provide the following information in Writing on every Bill or statement of account sent to a Domestic Customer
	31A.2	The information provided for in paragraph 31A.1 is:			
	31A.2 (a)				We have moved this rule to sit with the other billing rules (SLC 31H.4(b)).
	31A.2 (b)	the Domestic Customer’s Exact Tariff Name	Remove	We consider that the outcomes that these requirement are intended to achieve are covered by our proposed narrow principles on bills and billing information (SLCs 31H.1-2), and encouraging and enabling engagement (SLCs 31F.1-4), as well as our new rules about the Tariff Information Label (see new SLC 31F.10) and “About Your Tariff” box (see new SLC 31F.9).	
	31A.2 (c)	the Domestic Customer’s Annual Consumption Details;			
	31A.2 (d)	the Domestic Customer’s Estimated Annual Costs	Amend and move	We propose to replace prescriptive requirements to provide Estimated Annual Costs on specific communications with a requirement for suppliers to provide it to consumers at least once in a given year, and at all other Key Prompt Points as appropriate (see new SLC 31F.5).	The amended rule about when Estimated Annual Costs should be provided will sit with the other rules around encouraging and enabling engagement (SLC 31F.5).  Amended drafting:



					<p>The licensee must ensure that:</p> <ul style="list-style-type: none"> <li>(a) it seeks to identify each Domestic Customer's Key Prompt Points;</li> <li>(b) where a Key Prompt Point is identified, the licensee considers whether it would be appropriate, in line with the objective set out in paragraph 31F.1(a), to provide that Domestic Customer with all of the following: <ul style="list-style-type: none"> <li>i. that Domestic Customer's Cheapest Tariff Message;</li> <li>ii. that Domestic Customer's Estimated Annual Costs; and</li> <li>iii. that Domestic Customer's "About Your Tariff" Label;</li> </ul> </li> <li>(c) it provides each Domestic Customer with information set out in paragraph 31F.5(b) on at least one occasion in any 12 month period, and at all other Key Prompt Points where it would be appropriate to do so to achieve the objective set out in paragraph 31F.1(a).</li> </ul>
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					(d) in the event of a Relevant Change affecting that Domestic Customer the licensee must treat this as a Key Prompt Point and must provide the information set out in paragraph 31F.5(b) on the relevant Notices.
	31A.2 (e)	the Domestic Customer's: (i) Relevant Cheapest Tariff information and Estimated Annual Savings; and (ii) Alternative Cheapest Tariff information and Estimated Annual Savings	Remove	We propose to replace prescriptive requirements relating to the Cheapest Tariff Message with a requirement for suppliers to <b>provide it to consumers at least once in a given year, and at all other Key Prompt Points as appropriate (see new SLC 31F.5).</b>	
	31A.2 (f)	(not used)	Remove	This SLC is no longer used so can be removed.	
	31A.2 (g)	the following exact text: "Remember – it might be worth thinking about switching your tariff or supplier";	Remove	We consider that the outcomes that these requirements are intended to achieve are covered by our proposed narrow principles on <b>encouraging and enabling engagement (SLCs 31F.1-4).</b>	
	31A.2 (h)	the Exact Payment Method which applies to the Domestic Customer;	Remove	We consider that the outcomes that these requirement are intended to achieve are covered by our proposed narrow principles on <b>bills and billing information (SLCs 31H.1-2)</b> , and <b>encouraging and enabling engagement (SLCs 31F.1-4)</b> , as well as our new rules about the Tariff Information Label (see <b>new SLC 31F.10</b> ) and "About Your Tariff" Label (see <b>new SLC 31F.9</b> ).	
	31A.2 (i)	in the case of a Fixed Term Supply Contract which does not have a Staggered Charging Tariff, the date (in the format of day, month, year) when the fixed term period ends (or if that date is not ascertainable the duration of the fixed term period);			
	31A.2 (j)	in the case of Fixed Term Supply Contract which has a Staggered			

		Charging Tariff, the date (in the form of day, month, year) when the last fixed term period ends (or if that date is not ascertainable the total duration of all the fixed term periods);			
	31A.2 (k)	the amount (in pounds sterling) of any Termination Fee, if applicable;			
	31A.2 (l)				We have moved this rule to sit with the other billing rules (SLC 31H.4(c)).
	31A.3	<p>The requirement in sub-paragraph 31.A.2(a) only applies if the licensee has been contracted to supply electricity to the same Domestic Customer at the same Domestic Premises throughout the period:</p> <p>(i) commencing with the start of the corresponding period; and</p> <p>(ii) ending with the end of the period to which the Bill or statement of account relates.</p>	<b>Retain and move</b>	This relates to 31A.2 (a) which we are not proposing to remove or amend.	We have moved this rule to sit with the other billing rules (SLC 31H.6).
	31A.3A	<p>The requirement in sub-paragraph 31A.2(l) does not apply:</p> <p>(a) to licensees who supply electricity/gas to fewer than 50,000 Domestic Customers or such other number as may from time to time be directed by the Authority;</p> <p>(b) in respect of final Bills; or</p>	<b>Retain and move</b>	This relates to 31A.2 (l) which we are not proposing to remove or amend.	We have moved this rule to sit with the other billing rules (SLC 31H.7).

		in respect of Bills or statements of account that include Charges for the Supply of Electricity/Gas corresponding to more than one MPAN/MPRN.			
	31A.4	The licensee must: (a) when providing information about Annual Consumption Details in accordance with paragraph 31A.2: (i) include details of any Time of use Tariffs which may apply to the Domestic Supply Contract; and (ii) display the quantity of electricity in kilowatt-hours; (b) make it clear on the Bill or statement of account whether any estimates of the Domestic Customer's electricity consumption have been used in producing the information.	<b>Amend and move</b>	We are proposing to remove part (a) as this relates to SLC 31A.2(c) which we are removing.  We are proposing to move 31A.4(b) to sit with the other billing rules.	We have moved these rules to sit with the other billing rules ( <b>SLCs 31H.8</b> ).
	31A.5, 31A.5A				We have moved these rules to sit with the other billing rules ( <b>SLCs 31H.9-10</b> ).
	31A.6	The licensee must comply with sub-paragraphs 31A.2 (b) to (f) (including in conjunction with the information required by standard condition 31E) in accordance with the requirements of Schedules 1 to 2 to standard condition 31A.	<b>Remove</b>	This relates to 31A.2 (b) to (f) which we are proposing to remove.	
	31A.6A	The licensee is not required to comply with section A of standard condition 31A to such extent and subject to such conditions as the Authority may from time to time direct.	<b>Amend and move</b>	We are merging requirements to comply with guidance or directions issued by the Authority around customer communication-related rules. There will be one requirement at the end of each of the four new licence conditions (SLCs 31F, 31G, 31H and 31I).	We have moved this rule to sit with the other billing rules ( <b>SLC 31H.13</b> ).  Amended drafting: <i>The licensee is not required to comply with standard condition 31H to such extent and subject</i>

					<i>to such conditions as the Authority may from time to time direct.</i>
	31A.7	The licensee must have regard to any guidance on Relevant Matters for Section A of SLC 31A which, following consultation (which may be conducted before this condition takes effect), the Authority may issue and may from time to time revise (following further consultation).	<b>Amend and move</b>	We are merging requirements to comply with guidance or directions issued by the Authority around customer communication-related rules. There will be one requirement at the end of each of the four new licence conditions (SLCs 31F, 31G, 31H and 31I).	We have moved this rule to sit with the other billing rules ( <b>SLC 31H.12</b> ).  <i>Amended drafting: The licensee must have regard to any guidance on SLC 31H (including in respect of definitions which appear in standard condition 1) which, following consultation, the Authority may issue and may from time to time revise (following further consultation).</i>
	31A.8	For the purposes of this condition "Relevant Matters for Section A of SLC 31A" means:  (a) the format and/or display of any information which must be included in a Bill and statement of account; (b) the methodology by which any calculations in relation to any information which must be included in a Bill and statement of account must be carried out by the licensee (including, but not limited to, any calculations relating to the electricity/gas consumption of a Domestic Customer and the monthly and annual costs of a Domestic Customer); and (c) the interpretation of section A of standard condition 31A	<b>Remove</b>	We are amending 31A.7 (to <b>SLC 31H.12</b> ) so that it covers the whole of the new 'billing information' SLC. To future-proof this SLC, we are proposing to remove the reference to issuing guidance on specific aspects of the SLC.	

		(including in respect of definitions which appear in standard condition 1).			
	31A Schedule 1	[The "Could you pay less?" label for Bills and statements of account]	<b>Amend and move</b>	<p>We propose to replace prescriptive requirements relating to the Cheapest Tariff Message with a requirement for suppliers to provide it to consumers at least once in a given year, and at all other Key Prompt Points as appropriate (see <b>new SLC 31F.5</b>).</p>	<p>The amended Cheapest Tariff Message rules will sit with the other rules around encouraging and enabling engagement. The rule about when it should be provided will be <b>SLC 31F.5</b>, and the rule about what it should contain will be <b>SLC 31F.6</b> plus a new defined term (<b>SLC 31F.15</b>).</p> <p>Amended drafting:</p> <p><i>31F.5 [see Estimated Annual Costs proposal above – current 31A.2 (d)]</i></p> <p><i>31F.6 Where the licensee supplies the Domestic Customer with electricity and gas under a Dual Fuel Account, the licensee must display the Cheapest Tariff Message that is provided in respect of both electricity and gas separately, except that the licensee may choose to display the statement of Estimated Annual Savings for the Relevant Cheapest Tariff and/or the Alternative Cheapest Tariff as an aggregated figure for both gas and electricity.</i></p> <p><i>31F.14 "Cheapest Tariff Message" means a statement</i></p>

					<i>informing the Domestic Customer of:</i> <i>(a) the Exact Tariff Name of the Tariff which is the Relevant Cheapest Tariff;</i> <i>(b) the Estimated Annual Savings for the Relevant Cheapest Tariff;</i> <i>(c) the Exact Tariff Name of the Tariff which is the Alternative Cheapest Tariff; and</i> <i>(d) the Estimated Annual Savings for the Alternative Cheapest Tariff.</i>
	31A Schedule 2	[The "About Your Tariff" Label for Bills and statements of account]	<b>Amend and move</b>	<p>We propose to replace prescriptive requirements relating to certain key tariff information in the "About Your Tariff" Label with a requirement for suppliers to inform consumers, <b>at Key Prompt Points and on Bills</b>, of all the information that they would need to enable them to switch.</p>	<p>The amended "About Your Tariff" Label rules will sit with the other rules around encouraging and enabling engagement. The rule about when it should be provided will be <b>SLCs 31F.5</b> and <b>31H.4(d)</b>, and the rule about what it should contain will be <b>SLC 31F.9</b>.</p> <p>Amended drafting:</p> <p><i>31F.5 [see Estimated Annual Costs proposal above – current 31A.2 (d)]</i></p> <p><i>31H.5 The licensee must provide the following information in Writing on every Bill or statement of account sent to a Domestic Customer:</i>  <i>(d) an "About Your Tariff" Label</i></p>

					<p><i>31F.9 The licensee must prepare an "About Your Tariff" Label which must be provided to each Domestic Customer in accordance with standard conditions 31F.5(b) and 31H.5(d) which:</i></p> <p><i>(a) contains any information that Domestic Customer may require should that Domestic Customer wish to compare tariffs across the retail market; and</i></p> <p><i>(b) must be provided in a consolidated way and be easily distinguishable from the rest of the communication.</i></p>
	31A.9	The licensee must provide to every Domestic Customer at least once in respect of every 12 Month Period at the Relevant Time a Written document (hereafter referred to as an "Annual Statement") which has the title "Your Annual Electricity Summary" and which, subject to the requirements of Schedule 4 of this standard condition and without prejudice to the SLC 31A Exempt Information, only contains the following information:	Remove	We consider that the outcomes that the annual statement was intended to achieve are covered by our proposed narrow principles on <b>encouraging and enabling engagement (SLCs 31F.1-4)</b> .	
	31A.9 (a)	the Domestic Customer's Exact Tariff Name;		We consider that the outcomes that this requirement is intended to achieve are covered by our proposed narrow principles on <b>encouraging</b>	



				<b>and enabling engagement (SLCs 31F.1-4).</b>	
	31A.9 (b)	the Domestic Customer's Annual Consumption Details;		We consider that the outcomes that this requirement is intended to achieve are covered by our proposed narrow principles on <b>bills and billing information (SLCs 31H.1-2)</b> , and <b>encouraging and enabling engagement (SLCs 31F.1-4)</b> .	
	31A.9 (c)	the Domestic Customer's Estimated Annual Costs;		We propose to replace prescriptive requirements to provide Estimated Annual Costs on specific communications with a requirement for suppliers to provide it to consumers <b>provide it to consumers at least once in a given year, and at all other Key Prompt Points as appropriate (see new SLC 31F.5)</b> .	
	31A.9 (d)	the Domestic Customer's: a. Relevant Cheapest Tariff information and Estimated Annual Savings; and b. Alternative Cheapest Tariff information and Estimated Annual Savings;		We propose to replace prescriptive requirements relating to the Cheapest Tariff Message with a requirement for suppliers to <b>provide it to consumers at least once in a given year, and at all other Key Prompt Points as appropriate (see new SLC 31F.5)</b> .	
	31A.9 (e)	an explanation of the purpose of the Annual Statement;		These requirements are not needed if the annual statement is no longer a required communication (see SLC 31A.9 proposal).	
	31A.9 (f)	a statement of the 12 Month Period to which the Annual Statement relates;			
	31A.9 (g)	the Domestic Customer's Estimated Annual Costs calculated on the basis of the Charges for the Supply of Electricity which applied during the 12 Month Period;		We propose to replace prescriptive requirements to provide Estimated Annual Costs on specific communications with a requirement for suppliers to <b>provide it to consumers at least once in a given year, and at all other Key Prompt</b>	

				Points as appropriate (see <b>new SLC 31F.5</b> ).	
	31A.9 (h)	a bar chart or other graph, diagram or infographic displaying information about the Domestic Customer's energy usage;		We consider that the outcomes that this requirement is intended to achieve is covered by our proposed narrow principles on <b>encouraging and enabling engagement (SLCs 31F.1-4)</b> .	
	31A.9 (i)	details of the Relevant Principle Terms of the Domestic Customer's Domestic Supply Contract;		We consider that the outcomes that this requirement is intended to achieve are covered by our proposed new rules about the Tariff Information Label (see <b>new SLC 31F.10</b> ) and "About Your Tariff" Label (see <b>new SLC 31F.9</b> ).	
	31A.9 (j)	the following exact text: "Remember – it might be worth thinking about switching your tariff or supplier";		We consider that the outcomes that this requirement is intended to achieve are covered by our proposed narrow principles on <b>encouraging and enabling engagement (SLCs 31F.1-4)</b> .	
	31A.9 (k)	information about where the Domestic Customer may obtain impartial advice and information about changing their Electricity Supplier;		We consider that the outcomes that these requirements are intended to achieve are covered by our proposed narrow principle on <b>assistance and advice (SLCs 31G.1-3)</b> .	
	31A.9 (l)	information on where the Domestic Customer may obtain impartial advice and information on energy efficiency;			
	31A.9 (m)	a website URL for the Concise Guidance and Energy Consumer Guidance and, where this information is provided, a statement to the effect that a hard copy of each can be provided to the Domestic Customer on request;			
	31A.9 (n)	a statement providing the Domestic Customer with		We consider that the outcomes that this requirement is intended to	

		information regarding the Confidence Code and a website URL where further information on the Confidence Code can be found;		achieve are covered by our proposed narrow principle on <b>assistance and advice (SLCs 31G.1-3)</b> , as well as our proposed new rules around key tariff information (see <b>new SLC 31F.9</b> ).	
	31A.9 (o)	a description of the Tariff Type which applies to the Domestic Customer's Tariff;			
	31A.9 (p)	the Exact Payment Method which applies to the Domestic Customer's Domestic Supply Contract;			
	31A.9 (q)	in the case of a Fixed Term Supply Contract which does not have a Staggered Charging Tariff, the date (in the format of day, month, year) when the fixed term period ends (or if that date is not ascertainable the duration of the fixed term period);			
	31A.9 (r)	in the case of Fixed Term Supply Contract which has a Staggered Charging Tariff, the date (in the form of day, month, year) when the last fixed term period ends (or if that date is not ascertainable the total duration of all the fixed term periods);		We propose to replace prescriptive requirements relating to certain key tariff information with a requirement for suppliers to inform consumers, <b>at Key Prompt Points and on Bills</b> , of all the information that they would need to enable them to switch (see <b>new SLC 31F.9</b> ).	
	31A.9 (s)	where a Termination Fee applies to a Domestic Supply Contract, the amount (in pounds sterling) of the Termination Fee;			
	31A.9 (t)	a statement setting out any Discounts (excluding any Bundled Products which are Discounts and any Reward Points Discounts) and additional charges (excluding charges which relate to Bundled Products) which apply to the			

		Tariff including the relevant amount in pounds sterling (which must be inclusive of value added tax at the applicable rate) and a brief description of the Discount or additional charge and/or additional charges which apply to the Tariff;			
	31A.9 (u)	a statement setting out: (a) a brief description (including information about any charges, which must be inclusive of value added tax at the applicable rate) of any Tied Bundle (including a Tied Bundle which is a Discount) and any Reward Points Discounts included in the Tariff; (b) where applicable, a statement to the effect that Optional Bundles apply;			
	31A.9 (v)	brief, easy-to-understand explanations of key industry terminology;		We consider that the outcomes that this requirement is intended to achieve are covered by the <b>Standards of Conduct (SLC 0)</b> .	
	31A.9 (w)	(not used)		This SLC is no longer used so can be removed.	
	31A.9 (x)	no more than one Optical Label which the licensee may place on the Annual Statement in order to direct the Domestic Customer to Additional Information; any Optical Label placed on the Annual Statement must contain each of the Relevant Data Items for Electricity in such a manner that, when scanned with a Relevant Device (in conjunction with a separate software program		This information will no longer be required to be sent annually as there will be no requirement to provide an annual statement. However, consumers will still receive this information on every Bill as specified in <b>new SLC 31H.4(c)</b> .	

		or otherwise), the Relevant Data Items for Electricity are loaded on to the Relevant Device in accordance with the Specified Sequence without any requirement for the Domestic Customer to input further information into the Device; where the Domestic Customer is supplied with electricity and gas under a Dual Fuel Account the licensee may use a single Optical Label containing the Relevant Data Items for Gas and the Relevant Data Items for Electricity in accordance with the Specified Sequence; data items other than Relevant Data Items may be included in the Optical Label provided they do not interfere with the Specified Sequence or with the ability of a Relevant Device to scan, access and load any of the Relevant Data Items in accordance with this provision.			
	31A.10	<p>The licensee must:</p> <p>(a) ensure that the Annual Statement is not combined with any other document (including, but not limited to, a Bill or statement of account) and is provided to the Domestic Customer separately from any other document (including, but not limited to, a Bill or statement of account) with the exception of the following distinct documents which may be provided to the</p>	<b>Remove</b>	These requirements are not needed if the annual statement is no longer a required communication (see SLC 31A.9 proposal).	

		<p>Domestic Customer in the same envelope as the Annual Statement:</p> <p>(b) when providing information about Annual Consumption Details in accordance with paragraph 31A.9:,</p> <p style="padding-left: 40px;">(i) include details of any Time of use Tariffs which may apply to the Domestic Supply Contract; and</p> <p style="padding-left: 40px;">(ii) include details of any Time of use Tariffs which may apply to the Domestic Supply Contract; and</p> <p>(c) make it clear on the Annual Statement whether any estimates of the Domestic Customer's electricity consumption have been used in producing the information; and</p> <p>subject to paragraph S4.16(a) of Schedule 4 to this standard condition, when providing details of the Relevant Principal Terms in accordance with sub-paragraph 31A.9(i), provide all the Relevant Principal Terms together in the same part of the Annual Statement.</p>			
	31A.11	<p>The licensee must send the first Annual Statement on or before 31 December 2010 to every existing Domestic Customer who has held their Domestic Supply Contract with the licensee for at least 12 months on 1 April 2010.</p>			

	31A.12	The licensee must ensure that the terms and conditions of each Domestic Supply Contract and Deemed Contract comply with the provisions of section B of standard condition 31A.			
	31A.13	<p>The licensee must ensure that each Domestic Supply Contract and Deemed Contract contains terms and conditions which reflect the effect of:</p> <p>(d) any requirement of section B of standard condition 31A which could reasonably be considered as:</p> <ul style="list-style-type: none"> <li>(i) giving a particular Domestic Customer a right to receive or do something in any circumstances;</li> <li>(ii) giving a particular Domestic Customer a right to avoid being subject to something in any circumstances; and</li> <li>(iii) providing for a specific form of protection for a particular Domestic Customer in any circumstances; and</li> </ul> <p>any provisions of section B of standard condition 31A specified in directions, which following consultation, the Authority may issue and may from time to time revise (following further consultation).</p>			

	31A.14	The licensee must comply with paragraph 31A.9 (including in conjunction with the information required by standard condition 31E) in accordance with the requirements of Schedule 4 to standard condition 31A.			
	31A.15	The licensee is not required to comply with section B of standard condition 31A to such extent and subject to such conditions as the Authority may from time to time direct.			
	31A.16	The licensee must have regard to any guidance on Relevant Matters for Section B of SLC 31A which, following consultation (which may be conducted before this condition takes effect), the Authority may issue and may from time to time revise (following further consultation).			
	31A.17	[Definitions for the purpose of standard condition 31A]			
	Schedule 4 to SLC 31A	[A prescriptive template for the annual statement including specified 'zones' and details of the information that must occupy these 'zones']			
<b>31B: Tariff Information Label</b>	31B.1	<p>In respect of each of its Tariffs which are Operational, the licensee must prepare and keep up-to-date information (hereafter referred to as the "Tariff Information Label") which:</p> <p>(a) is set out in Writing; (b) has text which must not be smaller than nine points in</p>	<b>Amend and move</b>	<p>We propose to remove the prescriptive content and formatting requirements relating to the Tariff Information Label. We would instead put in place an amended requirement for suppliers to make available, online and on request, in a table or other easy-to-compare format, an easily identifiable and comparable list of the key features of each of their tariffs. This list of</p>	<p>The amended version of this rule will be in <b>SLC 31F.10</b>.</p> <p><i>Amended drafting: The licensee must prepare a Tariff Information Label for each of their Operational Tariffs which consists of a clear and comprehensible list of key features of that tariff, in a table or other user friendly and</i></p>



		size, using the desktop publishing point system; (c) uses the precise format specified in Part 1 of Schedule 1 to standard condition 31B; (d) contains the information which is required or permitted by virtue of Schedule 1 to standard condition 31B; and (e) contains no other information.		key features must be provided in a consolidated way. We would retain the requirement for the Label to be provided at the same time as principal terms. Suppliers should also consider our proposed narrow principle on <b>encouraging and enabling engagement (SLCs 31F.1-4)</b> in relation to consumers understanding key tariff features.	<i>consolidated format, to allow easy comparison with the key features of other Tariffs within the licensee's offering.</i>
	31B.3	If any Relevant Person requests a copy of any Tariff Information Label, the licensee must provide a Written copy to that person free of charge within 5 days after the day the request was received or as soon as reasonably practicable thereafter.	<b>Retain and move</b>	These requirements set a specific timeframe that we expect suppliers to adhere to.	This rule will be moved to sit with the other Tariff Information Label rules ( <b>SLC 31F.10(a)</b> ).
	31B.4	If the licensee or any Affiliate Licensees have a Website, the licensee must publish each Tariff Information Label prepared pursuant to paragraph 31B.1 on that Website in a position that is capable of easily being accessed by any person and which does not require a person to input any information apart from their address or postcode.			This rule will be moved to sit with the other Tariff Information Label rules ( <b>SLC 31F.10(b)</b> ).
	31B.5	If the licensee or any Affiliate Licensees have a Website, the licensee may also, in the same position as it publishes each Tariff Information Label pursuant to 31B.4, offer any person the opportunity to obtain Tariff Information Labels that are tailored to that person's individual circumstances or preferences, by	<b>Remove</b>	We are proposing to remove restrictions on the information that can be included in the Tariff Information Label (see <b>new SLC 31F.10</b> ). This would mean that these conditions are no longer needed.	

		allowing that person to enter additional information.			
	31B.6	Where the licensee or Affiliate Licensee offers a person the opportunity to obtain tailored Tariff Information Labels as provided by paragraph 31B.5 above, the licensee or Affiliate Licensee must include on the same page of the Website a prominent statement to the effect that any person can obtain a Tariff Information Label by entering no more information than their address or postcode.			
	31B.7	Where any Representative of the licensee provides a Tariff Information Label (or information contained in a Tariff Information Label) in respect of the licensee's Tariffs, the licensee must take all reasonable steps to ensure that the Representative uses an up-to-date version of the applicable Tariff Information Label.	<b>Remove</b>	We consider that the outcomes these requirements are intended to achieve are covered by the <b>Standards of Conduct (SLC 0)</b> .	
	31B.11	The licensee must have regard to any guidance on standard condition 31B (including in respect of definitions which appear in standard condition 1) which, following consultation (which may be conducted before this condition takes effect), the Authority may issue and may from time to time revise (following further consultation).	<b>Amend and move</b>	We are merging requirements to comply with guidance or directions issued by the Authority around customer communication-related rules. There will be one requirement at the end of each of the four new licence conditions (SLCs 31F, 31G, 31H and 31I).	We have moved this rule to sit with the other encouraging and enabling engagement rules ( <b>SLC 31F.16 for electricity, SLC 31F.15 for gas</b> ).  Amended drafting: <i>The licensee must have regard to any guidance on SLC 31F (including in respect of definitions which appear in standard condition 1) which, following consultation, the Authority may issue and may from time to time revise</i>

					<i>(following further consultation).</i>
	31B.13	[Definitions for the purpose of SLC 31B]	<b>Retain and move</b>	Having redrafted the Tariff Information Label rules, we consider that the existing definitions are still valid. We therefore propose to retain them and move them to sit with the other Tariff Information Label rules.	This rule will be moved to sit with the other Tariff Information Label rules ( <b>SLC 31F.15 for electricity, SLC 31F.14 for gas</b> ).
	31B Schedule 1	[A prescriptive template for the Tariff Information Label including specified 'entries' and details of the information that must occupy these 'entries']	<b>Remove</b>	We are proposing to remove all formatting requirements. We consider that the outcomes that these requirements are intended to achieve are covered by the <b>Standards of Conduct (SLC 0)</b> and our proposed new narrow principles.	
<b>31D: White Label Tariffs</b>	31D.20	<p>Where the licensee has White Label Tariffs, the definition of "Relevant Cheapest Tariff" in standard condition 1 is replaced with the following definition:</p> <p><b>Relevant Cheapest Tariff</b> means, in comparison with the Estimated Annual Costs for each specific Domestic Customer's Tariff, the cheapest Tariff available from the licensee (or, where there are any Affiliate Licensees, the licensee and any Affiliate Licensee) for that Domestic Customer based on:</p> <p>(a) their Estimated Annual Costs applied in respect of the cheapest Tariff, rather than the Tariff the Domestic Customer is currently subject to;</p>	<b>Remove</b>	<p>We propose to replace prescriptive requirements relating to the Cheapest Tariff Message with a requirement for suppliers to <b>provide it to consumers at least once in a given year, and at all other Key Prompt Points as appropriate (see new SLC 31F.5)</b>. This amended rule will include references to affiliate licensees, so SLC 31D.20-21 will no longer be needed.</p>	

		<p>(b) where the Domestic Customer is not subject to a Prepayment Meter, the cheapest Tariff compatible with the Electricity Meter installed at the Domestic Customer's premises;</p> <p>(c) where the Domestic Customer is subject to a Prepayment Meter, the cheapest Tariff compatible with the Prepayment Meter installed at the Domestic Customer's premises;</p> <p>(d) their Account Management Arrangement;</p> <p>(e) where the Domestic Customer is subject to an Evergreen Supply Contract, an Evergreen Supply Contract;</p> <p>(f) where the Domestic Customer is subject to a Fixed Term Supply Contract, a Fixed Term Supply Contract;</p> <p>(g) where the Domestic Customer is subject to a White Label Tariff, a White Label Tariff of the same White Label Tariff Provider;</p> <p>(h) where the Domestic Customer is not subject to a White Label Tariff, a Tariff which is not a White Label Tariff; and consideration of both Time of Use Tariffs for which appropriate consumption data is available and Non-Time of Use Tariffs.</p>			
	31D.21	Where the licensee has White Label Tariffs, the definition of "Alternative Cheapest Tariff" in			

		<p>standard condition 1 is replaced with the following definition:</p> <p><b>Alternative Cheapest Tariff</b> means, in comparison with the Estimated Annual Costs for each specific Domestic Customer's Tariff, the cheapest Tariff available from the licensee (or, where there are any Affiliate Licensees, the licensee and any Affiliate Licensees) for that Domestic Customer based on:</p> <ul style="list-style-type: none"> <li>(v) their Estimated Annual Costs applied in respect of the cheapest Tariff, rather than the Tariff the Domestic Customer is currently subject to;</li> <li>(vi) where the Domestic Customer is not subject to a Prepayment Meter, the cheapest Tariff compatible with the Electricity Meter installed at the Domestic Customer's premises;</li> <li>(vii) where the Domestic Customer is subject to a Prepayment Meter, the cheapest Tariff compatible with any Electricity Meter which could</li> </ul>			
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		<p>be installed at the Domestic Customer's premises;</p> <p>(viii) where the Domestic Customer is subject to a White Label Tariff:</p> <p>a. a White Label Tariff of the same White Label Tariff Provider; or</p> <p>b. a Tariff of the licensee which is not a White Label Tariff;</p> <p>(ix) where the Domestic Customer is not subject to a White Label Tariff,</p> <p>a. a Tariff which is not a White Label Tariff; or</p> <p>b. a White Label Tariff of any White Label Tariff Provider of the licensee;</p> <p>and</p> <p>consideration of both Time of Use Tariffs for which appropriate consumption data is available and Non-Time of Use Tariffs.</p>			
	31D.23	Where the licensee has White Label Tariffs, the following paragraph is inserted after subparagraph 31E.1(c) of standard condition 31E:	<b>Remove</b>	We are proposing to remove SLC 31E.1(c), so this rule would no longer be needed. In addition, we consider that the outcomes these requirements are intended to	

		<p>(xvi) a statement explaining the relationship between the licensee and a White Label Tariff Provider where the Domestic Customer's Tariff:</p> <ul style="list-style-type: none"> <li>a. is a White Label Tariff of the White Label Tariff Provider and the Alternative Cheapest Tariff is not a White Label Tariff; or</li> <li>b. is not a White Label Tariff and the Alternative Cheapest Tariff is a White Label Tariff of the White Label Tariff Provider,</li> </ul>		<p>achieve are covered by the <b>Standards of Conduct (SLC 0)</b>.</p>	
<p><b>31E: Overarching requirements</b></p>	<p>31E.1</p>	<p>Where pursuant to a standard condition the licensee provides a Domestic Customer with information about their Relevant Cheapest Tariff and/or Alternative Cheapest Tariff, the licensee must provide, in Writing, in close proximity on the same page:</p> <ul style="list-style-type: none"> <li>5. a statement to the effect that changing to a Relevant Cheapest Tariff</li> </ul>	<p><b>Remove</b></p>	<p>We consider that the outcomes these requirements are intended to achieve are covered by the <b>Standards of Conduct (SLC 0)</b>, and our amended rules on the Cheapest Tariff Message (see <b>new SLC 31F.5</b>).</p>	

		<p>and/or to an Alternative Cheapest Tariff may involve changing to materially different terms and conditions;</p> <p>6. where applicable, a statement to the effect that the Relevant Cheapest Tariff and/or Alternative Cheapest Tariff is subject to eligibility criteria, limited availability and/or will only be available for a limited period of time; and</p> <p>7. where the Domestic Customer has a Prepayment Meter and changing to the Alternative Cheapest Tariff would require the Electricity Meter to be changed:</p> <ul style="list-style-type: none"> <li>a. a statement to the effect that changing to the Alternative Cheapest Tariff would require the Electricity Meter to be changed;</li> <li>b. an estimate of the costs (in pounds sterling), if any, of changing the Electricity Meter; and</li> <li>c. a statement to the effect that there may be restrictions on, or conditions</li> </ul>			
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		attached to, changing the Electricity Meter.			
	31E.2	<p>This paragraph applies where:</p> <ol style="list-style-type: none"> <li>1. the licensee only has one Tariff (or, where there are any Affiliate Electricity Licensees, the licensee and any Affiliate Electricity Licensees only have one Tariff); and/or</li> <li>2. the Domestic Customer is already subject to the licensee's (or, where there are any Affiliate Electricity Licensees, the licensee's and any Affiliate Electricity Licensee's) Relevant Cheapest Tariff and/or Alternative Cheapest Tariff (as applicable).</li> </ol>			
	31E.3	Where paragraph 31E.2 applies, the licensee must provide a statement in Writing to the effect that the Domestic Customer is already subject to the Relevant Cheapest Tariff and/or Alternative Cheapest Tariff (as applicable) and that they will be informed at least once a year if the position changes.			
	31E.4	Where the Domestic Customer is using a Prepayment Meter, in addition to providing that Domestic Customer with information about their Alternative Cheapest Tariff, the licensee must provide a statement in Writing to the effect			

		that a Domestic Customer with Outstanding Charges may be able to change their supplier by agreeing with a new Electricity Supplier that the Outstanding Charges may be assigned by the licensee in accordance with the Protocol.			
	31E.5	<p>Where the licensee is required to provide a Domestic Customer with information about their Relevant Cheapest Tariff and/or Alternative Cheapest Tariff, it must take all reasonable steps to ensure that:</p> <ul style="list-style-type: none"> <li>(i) the calculation of Annual Consumption Details and all other relevant calculations and assessments are made at a point in time which is of a close proximity to the point in time at which the information is to be provided to the Domestic Customer; and</li> <li>(ii) the assessment of the Relevant Cheapest Tariff and/or Alternative Cheapest Tariff is based on the most up to date Tariff information available.</li> </ul>			
	31E.5A	Where paragraph 31E.5B applies, the licensee may interpret the definition of Relevant Cheapest Tariff and Alternative Cheapest Tariff in standard condition 1 as if the words "the cheapest Tariff			

		available from the licensee (or, where there are any Affiliate Licensees, the licensee and any Affiliate Licensees) for that Domestic Customer” were replaced with “the cheapest Tariff available from the licensee (or, where there are any Affiliate Licensees, the licensee and any Affiliate Licensees) for which that Domestic Customer would be eligible”.			
	31E.5B	<p>This paragraph applies where:</p> <ul style="list-style-type: none"> <li>a. the licensee has eligibility criteria for one or more of its Tariffs; and</li> <li>b. on the basis of that eligibility criteria and information held by the licensee, the licensee is satisfied that a particular Domestic Customer would not be eligible for one or more of the licensee’s Tariffs.</li> </ul>			
	31E.6	<p>Where, by virtue of any standard condition, the licensee is required to provide a Domestic Customer with information, the licensee must ensure that the information is:</p> <ul style="list-style-type: none"> <li>a. drafted (or, where provided orally, communicated) in plain and intelligible language;</li> </ul>			

		<p>b. where the information is required to be provided in Writing, presented in:</p> <ul style="list-style-type: none"> <li>a. text of a colour which is readily distinguishable from the background medium; and</li> <li>b. unless a standard condition otherwise provides, text of an equal size and prominence except that headings may be afforded more prominence whether by capital letters, underlining, larger or bold print or otherwise.</li> </ul>			
	31E.8	Where the licensee or any Representative is required by any standard condition to provide information about all the Principal Terms, the licensee must take (and ensure that any Representative takes) all reasonable steps to communicate the following information to the Domestic Customer and ensure that the information is communicated (or, where the	<b>Amend and move</b>	<p>This is an important protection for consumers. It ensures that they get a projection of the costs they can expect to pay, and a summary of the key features of their tariff, before they become subject to the terms of that tariff (among other times).</p> <p>We are proposing to remove the reference to information being communicated in plain and intelligible language as we consider</p>	<p>We have moved this rule to sit with the other encouraging and enabling engagement rules (<b>SLC 31F.11</b>).</p>

		information is provided in Writing, drafted) in plain and intelligible language: <ul style="list-style-type: none"> <li>a. the Tariff Information Label or, in the case of oral communications, the information contained in the Tariff Information Label (in respect of any Domestic Supply Contract offered to the Domestic Customer); and</li> <li>b. the Domestic Customer's Estimated Annual Costs (in respect of any Domestic Supply Contract offered to the Domestic Customer).</li> </ul>		that this is duplicating requirements in the Standards of Conduct.	
31E.9 (We considered this sub-condition separately as part of our reform of the Estimated Annual Cost in 2017)					We have moved this rule to sit with the other encouraging and enabling engagement rules (SLC 31F.7).
31E.10	Where the licensee provides a Domestic Customer with any information about the Charges for the Supply of Electricity or any other type of charge or fee (the "Applicable Charges"), the licensee must inform the Domestic Customer of whether the Applicable Charges include or exclude value added tax.	<b>Retain</b>		We originally proposed to merge rules around displaying charges and value added tax in the rules relating to customer communications into a single reference. On further consideration, we think it is clearer to retain them as separate rules.	
31E.11	Where the licensee provides a Domestic Customer with any information about their Estimated Annual Costs in respect of an	<b>Retain and move</b>		This is a specific requirement that we expect suppliers to adhere to.	We have moved this rule to sit with the other encouraging and enabling engagement rules (SLC 31F.8).

		Evergreen Supply Contract, the licensee must provide the Domestic Customer with a statement to the effect that the nature of the contract means that the Charges for the Supply of Electricity may be increased by the licensee in the future.			
	31E.12	<p>Where any Opt-out Bundle is offered to a Domestic Customer, the licensee must inform (and take all reasonable steps to ensure that any Representative informs) the Domestic Customer:</p> <ul style="list-style-type: none"> <li>i. that an Opt-out Bundle applies;</li> <li>ii. that the Domestic Customer is able to opt out from receiving the Opt-out Bundle; and</li> </ul> <p>of the consequences of the Domestic Customer not opting out from receiving the Opt-out Bundle.</p>	<b>Remove</b>	We consider that the outcomes that this requirement is intended to achieve are covered by the <b>Standards of Conduct (SLC 0)</b> and <b>SLC 25</b> .	
	31E.13	Where a Staggered Charging Tariff has more than one Standing Charge, the licensee must comply with any requirement in a standard condition to use, provide or display information in respect of a Standing Charge on the basis that the requirement is read as a requirement to use, provide or display (as the case may be) information in respect of all of the Standing Charges that apply	<b>Remove</b>	We consider that the outcomes that these requirements are intended to achieve are covered by the <b>Standards of Conduct (SLC 0)</b> and <b>SLC 25</b> .	

		along with information specifying the duration of time each Standing Charge applies to.			
	31E.14	Where a Staggered Charging Tariff has more than one Unit Rate, the licensee must comply with any requirement in a standard condition to use, provide or display information in respect of a Unit Rate on the basis that the requirement is read as a requirement to use, provide or display (as the case may be) information in respect of all of the Unit Rates that apply along with information specifying the duration of time each Unit Rate applies to.			
	31E.15	Where a Tariff has Time of Use Rates, the licensee must comply with any requirement in a standard condition to use, provide or display information in respect of a Unit Rate on the basis that the requirement is read as a requirement to use, provide or display (as the case may be) information in respect of all of the Unit Rates that apply along with information specifying the Time Period each Unit Rate applies to.	<b>Remove</b>	We consider that the outcomes that these requirements are intended to achieve are covered by the <b>Standards of Conduct (SLC 0)</b> and <b>SLC 25</b> .	
	31E.16	The licensee must have regard to any guidance on standard condition 31E (including in respect of definitions which appear in standard condition 1) which, following consultation (which may be conducted before this condition takes effect), the Authority may issue and may	<b>Retain</b>	There will still be one rule remaining in 31E, so we propose to keep these conditions.	

		from time to time revise (following further consultation).			
	31E.17	The licensee is not required to comply with standard condition 31E to such extent and subject to such conditions as the Authority may from time to time direct.			
<b>36: Green Deal obligations (electricity only)</b>	36.11				
<b>37: Green Deal information requirements (electricity only)</b>	37.2, 37.4, 37.5, 37.6, 37.7 We have made consequential amendments to remove references to Annual Statements from these rules. We have also moved definitions for 'Energy Ombudsman', 'Financial Ombudsman Service', 'Green Deal Ombudsman' and 'Relevant Ombudsman' to SLC 1.				