

To: All holders of a domestic electricity supply licence

**DIRECTION ISSUED BY THE GAS AND ELECTRICITY MARKETS AUTHORITY
PURSUANT TO PARAGRAPH 3 OF STANDARD LICENCE CONDITION 32 (REPORTING
ON PERFORMANCE) OF THE ELECTRICITY SUPPLY LICENCE GRANTED OR TREATED
AS GRANTED UNDER SECTION 6(1)(d) OF THE ELECTRICITY ACT 1989**

AND

**NOTICE OF REASONS FOR THE DECISION TO MAKE A DIRECTION UNDER SECTION
49A OF THE ELECTRICITY ACT 1989**

WHEREAS:

Each company to whom this Direction is addressed (“the **Licensee**”) holds an electricity supply licence granted or treated as granted under section 6(1)(d) of the Electricity Act 1989 in which Standard Licence Condition 32 (Reporting on Performance) (“**SLC 32**”) has effect (“the **Licence**”).

The Gas and Electricity Markets Authority (“the **Authority**”) has the power pursuant to paragraph 3 of SLC 32¹ of the Licence to issue a direction to the Licensee to comply with paragraph 1 of SLC 32 by providing the information specified and presented in the format specified by the Authority in the “Guidance on monitoring suppliers’ performance in relation to domestic customers”.

SLC 32 requires energy suppliers to provide information to Ofgem relevant to their dealings with domestic gas and electricity customers. Under SLC 32, suppliers are required to submit quarterly and annual data to the Authority on a variety of areas of their operation, including debt levels, disconnection rates, prepayment meters, smart meters, payment methods used by customers and help for vulnerable customers. We refer to this information as the social obligations reporting.

The information is used to review suppliers’ performance in relation to specific social obligations, including areas of operation where vulnerable customers may be affected. By monitoring these statistics, the Authority can identify areas of suppliers’ policies and practices where improvement is needed. The Authority reports on this information publicly, through its website, on a quarterly and annual basis.

This direction follows our December 2020 consultation on proposals to defer the introduction of a new set of questions related to social obligations reporting, having regard to the responses received.

NOW THEREFORE:

The Authority hereby directs that the Licensee must comply with the requirements specified in the Schedule to this Direction.

This Direction shall take effect from 1 January 2022. The new indicators should be submitted for the first time by 28 April 2022 referring to data related to Q1 2022 for

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<https://epr.ofgem.gov.uk//Content/Documents/Electricity%20Supply%20Standard%20Licence%20Conditions%20Consolidated%20-%20Current%20Version.pdf>

quarterly data, and 28 January 2023 for submission of annual data. This Direction shall continue in effect until it is amended by the Authority in accordance with the provisions of paragraph 3 of SLC 32.

To: All holders of a domestic gas supply licence

**DIRECTION ISSUED BY THE GAS AND ELECTRICITY MARKETS AUTHORITY
PURSUANT TO PARAGRAPH 3 OF STANDARD LICENCE CONDITION 32 (REPORTING
ON PERFORMANCE) OF THE GAS SUPPLY LICENCE GRANTED OR TREATED AS
GRANTED UNDER SECTION 7A OF THE GAS ACT 1986**

AND

**NOTICE OF REASONS FOR THE DECISION TO MAKE A DIRECTION UNDER SECTION
38A OF THE GAS ACT 1986**

WHEREAS:

Each company to whom this Direction is addressed ("the **Licensee**") holds a gas supply licence granted or treated as granted under section 7A of the Gas Act 1986 in which Standard Licence Condition 32 (Reporting on Performance) ("**SLC 32**") has effect ("the **Licence**").

The Gas and Electricity Markets Authority ("the **Authority**") has the power pursuant to paragraph 3 of SLC 32² of the Licence to issue a direction to the licensee to comply with paragraph 1 of SLC 32 by providing the information specified and presented in the format specified by the Authority in the "Guidance on monitoring suppliers' performance in relation to domestic customers".

SLC 32 requires energy suppliers to provide information to Ofgem relevant to their dealings with domestic gas customers. Under SLC 32, suppliers are required to submit quarterly and annual data to the Authority on a variety of areas of their operation, including debt levels, disconnection rates, prepayment meters, smart meters, payment methods used by customers and help for vulnerable customers. We refer to this information as the social obligations monitoring.

The information is used to review suppliers' performance in relation to specific social obligations, including areas of operation where vulnerable customers may be affected. By monitoring these statistics, the Authority can identify areas of suppliers' policies and practices where improvement is needed. The Authority reports on this information publicly, through its website, on a quarterly and annual basis.

This direction follows our December 2020 consultation on proposals to defer the introduction of a new set of questions related to social obligations reporting, having regard to the responses received.

NOW THEREFORE:

The Authority hereby directs that the Licensee must comply with the requirements specified in the Schedule to this Direction.

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<https://epr.ofgem.gov.uk/Content/Documents/Gas%20supply%20standard%20licence%20conditions%20consolidated%20-%20Current%20Version.pdf>

This Direction shall take effect from 1 January 2022. The new indicators should be submitted for the first time by 28 April 2022 referring to data related to Q1 2022 for quarterly data, and 28 January 2023 for submission of annual data. This Direction shall continue in effect until it is amended by the Authority in accordance with the provisions of paragraph 3 of SLC 32.