

Email: retailpriceregulation@ofgem.gov.uk

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Confidentiality Ring Template Undertakings: Relevant Party

DISCLOSURE RELATING TO THE (A) NON-PASS THROUGH SMART METER NET COST CHANGE ALLOWANCE FOR CREDIT CUSTOMERS (B) NON-PASS THROUGH SMART METER NET COST CHANGE ALLOWANCE FOR PREPAYMENT METER CUSTOMERS

UNDERTAKINGS GIVEN BY [Name of Relevant Party] REGARDING ACCESS TO THE CONFIDENTIALITY RING FOR DISCLOSED SMNCC & PPM MODEL

WHEREAS

- (1) The Domestic Gas and Electricity (Tariff Cap) Act 2018 ("**the Act**") places a duty on the Gas and Electricity Markets Authority ("**the Authority**") to implement a temporary cap on Standard Variable Tariffs and default rates ("**the Default Tariff Cap**"). On 6 November 2018, the Authority published the final Decision to implement the Default Tariff Cap which took effect on and from 1 January 2019.
- (2) The Authority proposes to publish consultations on the Publication Date¹ setting out its proposals to adjust the methodology it will use to calculate the Default Tariff Cap in in the seventh cap period (from 1 October 2021 to 31 March 2022) and subsequent cap periods. The consultations set out proposals to:
 - (i) update the Smart Metering Net Cost Change allowance for credit customers ("**SMNCC**"), which reflects the change in smart metering costs from the 2017 baseline (part of operating costs) to subsequent cap periods (the "**SMNCC Consultation**"); and

¹ The Authority currently expects that the Publication Date will be in the last week of April or the first week of May 2021.

- (ii) update the non-pass through Smart Meter Net Cost Change allowance for prepayment meter (“**PPM**”) customers, following on from our decision in August 2020 to protect default tariff PPM customers beyond the expiry of the existing PPM cap (together, “**the SMNCC & PPM Consultations**”).
- (3) The Authority has decided to disclose the data described in Schedule 1 (the “**Disclosed SMNCC & PPM Model**”) by means of a confidentiality ring commencing on the Publication Date (the “**SMNCC & PPM Model Confidentiality Ring**”). A reference to the Disclosed SMNCC & PPM Model in these undertakings includes references to any part of the Disclosed SMNCC & PPM Model. The Authority may identify additional information to be disclosed as part of the Disclosed SMNCC & PPM Model after the commencement of the SMNCC & PPM Model Confidentiality Ring. In this event, the Authority will notify the Relevant Party that this subsequent disclosure forms part of the Disclosed SMNCC & PPM Model and accordingly these undertakings shall apply equally to this subsequent disclosure.
- (4) The Disclosed SMNCC & PPM Model contains information that is confidential to BEIS and is provided by BEIS for disclosure as part of the SMNCC & PPM Consultations on the basis that appropriate protections are put in place to ensure the continued confidentiality of the material. The Authority considers that the Disclosed SMNCC & PPM Model may also include information caught by the prohibition on disclosure in section 105 Utilities Act 2000 (“**UA 2000**”)². The Authority may disclose such information in a manner consistent with the ‘disclosure gateways’ contained in section 105 UA 2000.
- (5) Access to the SMNCC & PPM Model Confidentiality Ring and the Disclosed SMNCC & PPM Model is restricted to the “**Authorised Attendees**” of the **Relevant Party**³. For the avoidance of doubt an Authorised Attendee will include employees of the Relevant Party and / or third-party advisers. Access is provided for “**the Permitted Purpose**”, that is the sole purpose of allowing the

² The Disclosed SMNCC & PPM Model does not contain information that is commercially sensitive from the perspective of suppliers. However, please note that this is confidential from a market wide perspective and could not be made public.

³ A **Relevant Party** for the purposes of these undertakings could be any party which will be affected by this Consultation, specifically domestic supply licence holders, Citizens Advice or Citizens Advice Scotland and any other party which the Authority determined in its absolute discretion as likely to be affected by the proposed Consultation. Where a supply licence holder has any Affiliate Licensees (as defined in SLC1 of the gas and electricity supply licences), the licence holder and any Affiliate Licensees together constitute a Relevant Party.

Authorised Attendees of a Relevant Party, on behalf of the Relevant Party, to review and understand the Disclosed SMNCC & PPM Model in order to:

- a) prepare submissions and representations to the SMNCC & PPM Consultations; and
- b) (if relevant) to prepare and conduct an appeal against any decision of the Authority in connection with the SMNCC & PPM Consultations, including an appeal in which the Relevant Party is, or is intending to apply to be, an intervener, in which case the arrangements established by these Undertakings may be extended to apply for the purposes of such appeal.

(6) Access to the SMNCC & PPM Model Confidentiality Ring will only be granted to an Authorised Attendee in accordance with the arrangements in recital (9):

- a) who has been approved, in writing, by the Authority;
- b) who has provided written undertakings acceptable to the Authority ("**Attendee Undertakings**");
- c) if the Relevant Party has provided written undertakings acceptable to the Authority ("the **Relevant Party Undertakings**"); and
- d) if the Relevant Party has provided, in writing, an Approved Compliance Document (as defined below in recital 7) acceptable to the Authority.

(7) Prior to access to the SMNCC & PPM Model Confidentiality Ring being granted to any Authorised Attendee, the Relevant Party must provide to the Authority in writing a "**Compliance Document**" setting out how it will comply with the terms of this Undertaking, including what measures it will put in place to ensure continued compliance with this Undertaking and confirmation of the Authorised Attendees' compliance with their respective Attendee Undertakings. The Compliance Document should explain as a minimum:

- a. Security Arrangements: Processes to store electronic and physical copies of the Disclosed SMNCC & PPM Model, and in doing so maintain their confidentiality in accordance with the Undertakings.

- b. Working Environment Arrangements: Processes to ensure that Authorised Attendees can work on the Disclosed SMNCC & PPM Model and discuss their contents, and in doing so maintain their confidentiality in accordance with the Undertakings.
- c. Support Arrangements: Processes to ensure that Authorised Attendees are aware of their responsibilities and the arrangements the Relevant Party has in place, that sufficient monitoring and governance is in places to maintain confidentiality, and that support and guidance is available to Authorised Attendees.

The Compliance Document must be signed⁴ by a suitably senior person of the Relevant Party (as determined by the Authority, acting reasonably). The Authority may reject the Compliance Document if it is of the opinion that the evidence supplied by the Relevant Party is not sufficient to validate compliance with the Undertakings. In this event, the Relevant Party will have to resubmit a revised Compliance Document to the Authority. Only once a Compliance Document has been approved by the Authority (the “**Approved Compliance Document**”) will the Authorised Attendees of the Relevant Party gain access to the SMNCC & PPM Model Confidentiality Ring. Such arrangement contained in the Approved Compliance Document shall be “**Permitted Arrangements**”.

- (8) The number of Authorised Attendees is limited to ten (10) for each Relevant Party.
- (9) The arrangements for obtaining the Authority's approval of an Authorised Attendee and for giving undertakings in respect of an Authorised Attendee are:
 - a) notice of not less than 1 **Working Day** must be given to the Authority of the date on which the Authorised Attendee first wishes to be granted access to the SMNCC & PPM Model Confidentiality Ring (**‘the Access Date’**);
 - b) by 17:00 on the Working Day before the Access Date the Attendee Undertakings signed by the Authorised Attendee and the Relevant Party Undertakings signed on behalf of the Relevant Party, must be provided to (and received by) the Authority; and

⁴ In normal circumstances, this would be a signature. However, in the current extraordinary circumstances (Covid-19), we will accept email confirmation from the person.

- c) before the Authorised Attendee attempts to access the SMNCC & PPM Model Confidentiality Ring, confirmation in writing must be obtained from the Authority that it has approved the Authorised Attendee and has accepted the signed Attendee Undertakings and signed Relevant Party Undertakings and approved the Compliance Document,

A **Working Day** is any day of the week, Monday to Friday, 09:30 to 17:00 on which the Authority's offices are open (and excludes public or bank holidays).

- (10) Subject to the Attendee Undertakings and the Relevant Party Undertakings, the Authority will:
 - a) make the Disclosed SMNCC & PPM Model available to the Authorised Attendees via a secure encrypted email (the "**Secure Encrypted Email**") and to receive the Secure Encrypted Email, the Relevant Party will provide the Authority with an Authorised Attendee's name, role, and professional email address;
 - b) provide the Secure Encrypted Email within 1 Working Day of receipt of the information requested in (a) above;
 - c) send out the Disclosed SMNCC & PPM Data on the Publication Date if the information in (a) above is received in advance, or not longer than 1 Working Day after their application if received after the Consultation publication.
- (11) Each Authorised Attendee will be sent the Disclosed SMNCC & PPM Model via the Secure Encrypted Email and will be permitted to download the Disclosed SMNCC & PPM Model (each permitted download resulting in a '**Permitted Copy**' and each copy of a '**Permitted Copy**' whether in part, adjusted, or altered is itself a '**Permitted Copy**'). Permitted Copies must be downloaded, stored and worked with in accordance with the Approved Compliance Document and the Permitted Arrangements.
- (12) Disclosure of the Disclosed SMNCC & PPM Model, or any other part thereof, by the Authorised Attendees and/or Relevant Party other than in accordance with the Attendee Undertakings and/or the Relevant Party Undertakings is not permitted without the Authority's

express and prior written consent. Breach of the Attendee Undertakings by an Authorised Attendee and/or the Relevant Party Undertakings by the Relevant Party may result in the Authority:

- a) terminating the Authorised Attendee's and/or Relevant Party's access to the SMNCC & PPM Model Confidentiality Ring and refusing the Authorised Attendee and/or Relevant Party access to any subsequent disclosure room or confidentiality ring run by the Authority, whether relating to the Consultation or update of any other allowance contained in the Default Tariff Cap for a prescribed period of time, such period to be determined by the Authority at its sole discretion (acting reasonably);
 - b) terminating the Authorised Attendee's and/or Relevant Party's right to hold the information, and demanding it be deleted or returned immediately;
 - c) taking additional steps in relation to that particular Relevant Party and Authorised Attendee in any future exercises involving the disclosure of confidential information, such as the imposition of more onerous restrictions, additional requirements and guarantees or refusal of access;
 - d) taking appropriate legal action to protect the data;
 - e) where relevant, referring the breach to the Authorised Attendee's regulatory body which may decide to take disciplinary action in relation to the breach;
 - f) informing other parties of the breach, as deemed necessary by the Authority.
- (13) Section 105 of the UA 2000 makes it an offence to disclose information other than in a manner that is consistent with the UA 2000. To the extent that the Disclosed SMNCC & PPM Model contains materials subject to section 105 of the UA 2000 the Authority considers that any further disclosure of the Disclosed SMNCC & PPM Model for anything other than the Permitted Purpose, would be a contravention of the UA 2000.

NOW THEREFORE

In consideration for our Authorised Attendees being granted access to the SMNCC & PPM Model Confidentiality Ring, we, [*Name of Relevant Party*], agree:

1. To give Authorised Attendees access to the Disclosed SMNCC & PPM Model and only in accordance with the terms of the Attendee Undertakings given by those Authorised Attendees and to give any Approved Persons (defined in paragraph 6 below) access to the Disclosed SMNCC & PPM Model in accordance with the terms of this Undertaking.
2. To notify the Authority immediately if we become aware of or suspect that there has been a breach of:
 - a) this Undertaking;
 - b) any Attendee Undertakings given by an Authorised Attendee;
 - c) any Firm Undertaking given by a Firm instructed by the Relevant Party in relation to the Consultation;
 - d) any Adviser Undertaking given by any Adviser;
 - e) any other Undertakings given by any other person in relation to the Consultation.
3. It will notify the Authority immediately if any Authorised Attendee ceases to be an employee of the Relevant Party or any Adviser ceases to be at [*Name of Firm*] before:
 - a. if there is an appeal against a decision of the Authority in connection with the Consultation in which the Relevant Party is a party or is intervening, the conclusion of the appeal;
 - b. if there is no such appeal, the expiry of the period for bringing such an appeal.
4. We will take all steps, to the extent that it is within our control, to stop and where possible reverse any breach we become aware of.

5. To hold the Disclosed SMNCC & PPM Model in strict confidence and not to discuss, disclose, transmit, communicate or otherwise make available in any manner the Disclosed SMNCC & PPM Model to any other person (being a "**Non-Authorised Person**") without the consent of the Authority except to:
 - a. another Authorised Attendee of the Relevant Party; or
 - b. a member of the Authority's staff; or
 - c. an Approved Person.
6. We may request the Authority for consent to disclose material to a Non-Authorised Person for the purpose of facilitating the Permitted Purpose where there is a clear and demonstrable need for the Non-Authorised Person to receive the information to facilitate the Permitted Purpose. We will not make any disclosure to the Non-Authorised Person until such consent has been obtained from the Authority. At this point, the Non-Authorised Person will become an "**Approved Person**". We will be liable for the actions or omissions of any Approved Persons to whom we have disclosed Relevant Material and Documents as defined in paragraph 8 below.
7. We will not make use of the Disclosed SMNCC & PPM Model for any purpose other than the Permitted Purpose. For the avoidance of doubt, we will not use the Disclosed SMNCC & PPM Model to make submissions to the Authority or BEIS on other matters related to smart meters or otherwise.
8. To keep secure at all times the Disclosed SMNCC & PPM Model and the Permitted Copies and any other document prepared by, or provided to, us, which contains or refers to the Disclosed SMNCC & PPM Model (together the 'Relevant Material and Documents') in accordance with the agreed Permitted Arrangements.
9. On the expiry of the period for bringing an appeal in respect of any decision relating to the Consultation we agree:
 - a. to delete the Relevant Material and Documents from the secure computer(s) so that no reference to the Disclosed SMNCC & PPM Model is readily available to any person (and

measures will be taken to ensure no copies remain in either the recycle bin or in a backup system).

- b. in so far as not covered by (a) above, to destroy or return to the Authority the Relevant Material and Documents; and
- c. to notify the Authority of the manner of, and date of, the destruction and/or deletion of the Relevant Material and Documents.

Unless a copy of any document containing the Disclosed SMNCC & PPM Model is required to be retained by the Relevant Party for compliance with any applicable law, legislation or court order.

10. We will ensure that our Authorised Attendees and any Approved Persons have full knowledge of their obligations under this Undertaking, and we will take all steps to ensure that our Authorised Attendees and any Approved Persons comply with the terms of this Undertaking and any Attendee Undertakings that they have executed (where applicable) including, for the avoidance of doubt, ensuring appropriate guidance and legal support is available to Authorised Attendees and any Approved Persons. We will be liable for the actions or omissions of our Authorised Attendees and Approved Persons in relation to the Disclosed SMNCC & PPM Model as if they were our actions or omissions.
11. We will commit to fulfil what we have set out in the Approved Compliance Document.
12. Once we reach the expiry of the period referred to in paragraph 9 above, we will provide a Compliance Statement signed⁵ by a suitably senior person of the Relevant Party (as determined by the Authority, acting reasonably), in the form provided for in Schedule 2 to this undertaking, to confirm that we have complied with the terms in this undertaking and that each Authorised Attendee has complied with the term of their executed undertaking.
13. Further, [Name of Relevant Party] undertakes to the Authority to use all reasonable endeavours to ensure that the Authorised Attendees at [Name of Relevant Party] comply with the Attendee

⁵ In normal circumstances, this would be a signature. However, in the current extraordinary circumstances (Covid-19), we will accept email confirmation from the person.

Undertakings which they have given. [Name of Relevant Party] acknowledges that it is fully aware of the Attendee Undertakings that its Authorised Attendees have given.

14. We will take all steps to ensure that our Authorised Attendees, Firms and Advisers comply with the terms of this Undertaking and any Undertakings that they have executed.

PROVIDED THAT

The above undertakings shall not apply to any part of the Disclosed SMNCC & PPM Model that:

- i) belongs or relates solely to the Relevant Party or to the Relevant Party's business and which does not include any confidential information belonging to, relating to or deriving solely or partially from any other party;
- ii) is information that has previously been disclosed by the Authority to the Relevant Party without obligations of confidence;
- iii) at the time of disclosure is in the public domain or subsequently comes into the public domain, except through breach of the Attendee Undertaking, or any other Relevant Party in relation to the SMNCC & PPM Model Confidentiality Ring; or
- iv) is required to be disclosed by law, legislation or court order, as long as, and unless prohibited by law, legislation or court order, we consult with the Authority as far as practicable prior to the proposed disclosure on the proposed forum, timing, nature and purpose of the proposed disclosure.

SCHEDULE 1

Smart Metering Costs and PPM Cap Level

The Disclosed SMNCC & PPM Model comprises of the following:

- *The new SMNCC & PPM model*
- *And any subsequent disclosure which Authority has notified the Relevant Party of as forming part of the Disclosed SMNCC & PPM Model pursuant to recital 3 above.*

SCHEDULE 2

Compliance Statement

The following statement should be printed on the Relevant Party's headed paper and signed by a suitably senior person of the Relevant Party (as determined by the Authority, acting reasonably):

Statement of Compliance with the undertakings given by [Name of Relevant Party] regarding access to the SMNCC & PPM Model Confidentiality Ring

I [suitably senior person] [job title] can confirm to the best of my knowledge, having made reasonable enquiries, that we [Relevant Party] have complied with the Undertakings set out above.

I can confirm that I have satisfied myself that the Authorised Attendees have complied with their respective Undertakings.

Yours sincerely

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for and on behalf of

[signed by suitably senior person]

Date