

Standard Condition 17/Standard Special Condition D13 of the Gas Transporters Licence – Working Draft

[The licensee's obligations under this condition apply in relation to Domestic Customers at premises connected to the licensee's Distribution System.](#)

Eligibility for services

1. The licensee must set up and maintain practices and procedures aimed at identifying domestic customers who may be eligible to become PSR customers as a result of its customer interactions, and offer these customers PSR services.

2. PSR customers are domestic customers who ~~are~~:

- a) ~~are~~ of Pensionable Age, disabled, chronically sick, or live with children aged five and under; and,
- b) ~~be~~ because of their personal characteristics or otherwise being in a vulnerable situation, require additional services related to their [access](#), communication and safety needs;

and

~~he~~ Have either:

- (i) ~~personally~~ asked their [Supplier or Distribution Network Operator](#) ~~licensee~~ to add their name to the Priority Services Register, or
- (ii) ~~had~~ a person acting on their behalf ask for their name to be added to [the Priority Services Register](#) ~~with the persons informed consent~~, or
- (iii) ~~had~~ a Relevant Supplier or [Relevant electricity](#) ~~Distributor~~ ask for their name to be added to the Priority Services Register [with the persons informed consent](#).

Arrangements in respect of meters

3. Where a relevant supplier or a gas supplier who is about to become such a supplier has

- (a) pursuant to [paragraph 1\(d\)](#) of standard condition 26 (Services for specific Domestic Customer groups) of its supply licence transmitted to the licensee a request for the repositioning of a meter owned by the licensee; and
- (b) undertaken to pay the licensee's reasonable expenses in complying with the request,

then, so far as it is reasonably practicable and appropriate for it to do so, the licensee must comply with the request.

Services for vulnerable domestic customers

4. If a PSR customer asks it to do so, the licensee must, free of charge, agree a password with that customer that can be used by any representative of the licensee to enable the customer to identify that person for the purpose of carrying out necessary work for which the password was agreed.

5. The licensee must provide facilities, free of charge to domestic customers, which enables any domestic customer who has additional communication needs to ask or complain about any service provided by the licensee.

6. The licensee must, upon becoming aware of a domestic customer who may be eligible to become a PSR customer:

- (a) Seek the informed consent of the customer to share information with the relevant supplier and [/or](#) relevant distributor, and,
- (b) If (and only if), it has the informed consent of the PSR customer, give the relevant supplier and/or distributor such details of that customer, in such intervals as are relevant to the performance of that supplier or distributor's obligations under its licence.

Comment [EC1]: We request clarification on this definition and which perspective it is from -1) all companies - suppliers, DNO's and GDNs, or 2) GDNs only

We believe it should be a definition for all companies and that it should be identical in each licence condition – as per changes we have made

Comment [EC2]: Needs changing as per revision of SC26

Provision of information

7. The licensee must prepare a statement, in plain and intelligible language, that sets out and explains its arrangements for complying with its obligations under this condition.

8. In relation to the statement prepared under paragraph 7, the licensee must:

- (a) publish the statement on and make it readily accessible from its website;
- (b) at least once each year, take all reasonable steps to inform domestic customers whose premises are connected to the pipe-line system to which this licence relates, of the existence of the statement and how to obtain it;
- (c) when asked to do so by a customer with additional communication needs, provide to the domestic customer whose premises are connected to the pipe-line system to which this licence relates the statement in a manner or a format that is suitable for that customer's special communication needs;
- (d) when asked to do so, provide to a domestic customer whose premises are connected to the pipe-line system to which this licence relates and whose first language is not English, such assistance or advice as will enable that customer to understand the contents of the statement; and
- (e) give a copy of the statement on request and free of charge to any person.

9. The statement prepared under paragraph 4 may, at the licensee's choice, be published as a single document that may also include the statements referred to in Standard Condition 18 (Arrangements for access to premises)

10. For the purposes of this condition:

"pensionable age" has the meaning given in section 48(2B) of the Act.

"relevant distributor" means the licenced electricity distributor to whose electricity distribution network the domestic customer's premises are connected.

"relevant supplier" means the supplier of gas and/or electricity to that customer's premises.

"Personal Characteristics" includes:

(a) The Domestic Customer being of pensionable age

(b) The Domestic Customer being chronically sick, or having an impairment, disability, or long term medical condition (including but not limited to a visual, auditory or mobility impairment)

Comment [EC3]: This should be identical in each licence condition