

To: All holders of a gas supply licence (“licensees”) who are relevant licence holders for the purposes of section 23(10) of the Gas Act 1986

MODIFICATION PURSUANT TO SECTION 23 OF THE GAS ACT 1986 OF THE STANDARD CONDITIONS OF THE GAS SUPPLY LICENCES GRANTED OR TREATED AS GRANTED UNDER SECTION 7A(1) OF THE GAS ACT 1986

NOTICE OF REASONS FOR THE DECISION TO MODIFY THE STANDARD CONDITIONS OF THE GAS SUPPLY LICENCE UNDER SECTION 38A OF THE GAS ACT 1986

WHEREAS:

1. Each of the licensees to whom this modification notice is addressed holds an electricity supply licence granted, or treated as granted, pursuant to section 7A(1) of the Gas Act 1986 (the “Act”).
2. In accordance with section 23(2), (3) and (4) of the Act, the Gas and Electricity Markets Authority (“the Authority”)¹ gave notice (“Notice”) on 01 November 2017 that it proposed to modify the standard conditions of the gas supply licences by amending Standard Licence Conditions:
 - 1 (Definitions for standard conditions);
 - 22D (Dead Tariffs);
 - 23 (Notification of Domestic Supply Contract terms);
 - 31A (Bills, statements of account and Annual Statements); and
 - 31E (Overarching requirements).
3. In the Notice we stated that any representations with respect to the modification proposals must be made on or before 29 November 2017.
4. A copy of the Notice was sent to the Secretary of State in accordance with section 23(4)(b) of the Act, and we have not received a direction that the change should not be made.
5. We received 18 responses to the Notice. We have placed all non-confidential responses on our website. We have carefully considered the representations made and have decided to proceed with the modification proposed in the Notice. Where appropriate, we have provided a response to comments received in respect of the Notice, which we set out in the accompanying letter. This letter is available online at:

<https://www.ofgem.gov.uk/publications-and-updates/decision-estimated-annual-cost-domestic-consumers>
6. In accordance with section 38A of the Act, the reasons for making the licence modifications are to implement the policy stated in the documents below. The effect of the modifications is also described in these documents:
 - [Decision: Estimated Annual Costs for domestic consumers](#), December 2017
 - [Statutory consultation: Estimated Annual Costs for domestic consumers](#), November 2017
 - [Personal Projection: Updated thinking on the way forward](#), July 2017
 - [Statutory consultation: Enabling consumers to make informed choices](#), January 2017

¹ The terms “the Authority”, “we” and “us” are used interchangeably in this document.

- [Helping consumers make informed choices – proposed changes to rules around tariff comparability and marketing](#), August 2016
7. As further described in Schedule 1 of this modification notice, it is necessary to make one minor alteration to the modifications set out in the Notice in order to address minor issues raised in consultation responses. This change relates to the types of discounts that should be included in and excluded from the Estimated Annual Cost. We agree with the stakeholder response suggesting that we clarify that one-off discounts such as cashback should be excluded from the Estimated Annual Cost. We have amended the licence drafting to reflect this, and to make clear that dual fuel and online discounts should be included in the Estimated Annual Cost where they are Non-Contingent Discounts.
 8. In summary, we are making these modifications because we consider that the current prescriptive methodology will not deliver the best outcomes for consumers either now or in future. These modifications will provide flexibility for suppliers to develop their own methodologies, placing the emphasis firmly on them to deliver in consumers' interests. At the same time, the modifications will provide better protection for consumers – by defining a set of principles, rather than a prescriptive formula, we want suppliers to follow this should mean that the process for producing the estimate is future-proofed and capable of being adapted to consumer preferences and expectations. In doing so, the modifications should help support, rather than constrain, tariff innovation in the interests of consumers.
 9. The effect of the modifications is described in the documents referred to in paragraph 6 of this modification notice. In summary, the effect of the modifications is to allow domestic suppliers to develop their own methodologies for projecting a consumer's annual costs, where they are required to provide one, as long as the estimate:
 - Is personalised to the consumer, based on information that is reasonably available to the supplier or comparison site, and on reasonable assumptions where actual data is not available;
 - Is based on actual historic consumption wherever this is available (and a best estimate of consumption where it is not);
 - Includes non-contingent discounts and non-optional bundled charges, and excludes contingent discounts and optional bundled charges;
 - Is applied consistently when used to provide the consumer with a comparison of different tariffs, such that the same assumptions, where relevant, are made for all tariffs that are being compared; and
 - Is transparent, and accompanied by a description of the estimate that makes clear to the consumer what it is, what it can be used for, and any assumptions that have been made in its calculation.
 10. Where an application for permission to appeal our decision is made to the Competition and Markets Authority (CMA) under section 23B of the Act, Rule 5.7 of the CMA's Energy Licence Modification Appeals Rules² requires that the appellant must send to any relevant licence holders who are not parties to the appeal a non-sensitive notice setting out the matters required in Rule 5.2. The attached Schedule 3 provides a list of the relevant licence holders in relation to this modification. Section 23(10) of the Act sets out the meaning of "relevant licence holder".

² CMA70 - https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/655601/energy-licence-modification-appeals-rules.pdf

THEREFORE

In accordance with the powers contained in section 23(1)(b) of the Act, we hereby modify the standard licence conditions for all gas supply licences in the manner specified in the attached Schedule 2. This decision will take effect from 14 February 2018, which is at least 56 days from the publication of this modification notice.

This document is notice of the reasons for the decision to modify the gas supply licences as required by section 38A of the Act.

The Official Seal of the Gas and Electricity Markets Authority here affixed is authenticated by the signature of

.....
Neil Barnes
Associate Partner
Consumers and Competition

**Duly authorised on behalf of the
Gas and Electricity Markets Authority**



20 December 2017

SCHEDULE 1: CHANGES TO THE DRAFTING OF THE MODIFICATIONS FOLLOWING STATUTORY CONSULTATION

Standard condition	Change following statutory consultation	Reason for change
<p>SLC 1 – Definition of “Estimated Annual Costs”</p>	<p>Amend clause (a) of the definition of Estimated Annual Costs with the following text in red: “(a) includes any Non-Contingent Discounts <u>(and for these purposes the definition of “Non-Contingent Discount” in condition 1 is to be treated as including an Online Account Management Discount and Dual Fuel Discount)</u>, and excludes any Contingent Discounts <u>including any situation where the only conditions a Domestic Customer has to satisfy in order to receive a one-off Discount are the fact that they have entered into a Domestic Supply Contract and/or supply commences under that contract</u>;</p>	<p>To clarify that one-off discounts should be excluded from the calculation, and that online and dual fuel discounts should be included only where they are non-contingent discounts.</p>

SCHEDULE 2: MODIFICATIONS PURSUANT TO SECTION 23(1)(B) OF THE GAS ACT 1986 OF THE STANDARD CONDITIONS OF THE GAS SUPPLY LICENCE GRANTED OR TREATED AS GRANTED UNDER SECTION 7A(1) OF THE GAS ACT 1986.

We have included the sections of the supply licence conditions we propose to remove or amend below. Deletions are shown in strike through and new text is double underlined. Paragraphs deleted from licence conditions will show the text 'Not Used' in order to keep the existing numbering. Where changes to conditions are minor we include only those sections of the condition that are affected by the change.

Condition 1. Definitions for standard conditions

Estimated Annual Costs

means a personalised and transparent calculation of the annual costs in pounds sterling (inclusive of value added tax) a consumer will pay on a given Domestic Supply Contract or Deemed Contract, which:

- (a) includes any Non-Contingent Discounts (and for these purposes the definition of "Non-Contingent Discount" in condition 1 is to be treated as including an Online Account Management Discount and Dual Fuel Discount), and excludes any Contingent Discounts including any situation where the only conditions a Domestic Customer has to satisfy in order to receive a one-off Discount are the fact that they have entered into a Domestic Supply Contract and/or supply commences under that contract;
- (a) includes any charges for Tied Bundles, where these can be expressed in p/day or p/kWh, and excludes any charges for Optional Bundles;
- (b) is based on the Domestic Customer's Annual Consumption Details;
- (c) is based on all reasonably available data and reasonable assumptions where appropriate; and
- (d) is applied consistently when providing the Domestic Customer with a comparison of the relative cost of two or more Domestic Supply Contracts or Deemed Contracts;

means the total amount in pounds sterling (inclusive of value added tax) based on the following calculation (or a mathematical equivalent):

$$= \frac{(SC.365)+(UR.AC)+(B1.AC)-(D1.AC)}{100} + (B2) - (D2)$$

Where: _____

~~DSC~~on means a Domestic Supply Contract or Deemed Contract;

~~SC~~ means:

~~(b) In the case of a DSCon with 365 or more days remaining from the date of calculation, the sum of: each Relevant Standing Charge that applies to the DSCon (SC_i), expressed in pence per day, multiplied by the period of time in days for which it will apply (t_i) during the following 365 days, divided by 365;~~

~~(c) $SC = \sum_i \frac{SC_i \cdot t_i}{365}$, with $\sum_i t_i = 365$ In the case of a DSCon with fewer than 365 days remaining from the date of calculation, the combined total of (i) and (ii), divided by 365:~~

~~(i) the sum of: each Relevant Standing Charge that applies to the DSCon (SC_i^C), expressed in pence per day, multiplied by the period of time in days for which it will apply during the remaining duration of the contract (t_i^C);~~

~~(ii) the sum of: each Relevant Standing Charge that would apply under the Relevant Cheapest Evergreen Tariff for the Domestic Customer (SC_j^{RCE}), expressed in pence per day, multiplied by the period of time in days for which it will apply during the period between the end of the DSCon and the 365th day from the date of the calculation (t_j^{RCE});~~

$$SC = \frac{\sum_i SC_i^C \cdot t_i^C}{\sum_i 365} + \frac{\sum_j SC_j^{RCE} \cdot t_j^{RCE}}{365}, \text{ with } \sum_i t_i^C + \sum_j t_j^{RCE}$$

UR means:

~~(a) In the case of a DSCon with 365 or more days remaining from the date of calculation, the sum of: each Relevant Unit Rate (UR_i) that applies to the DSCon over the next 365 days from the date of calculation, expressed in pence per kWh, multiplied by the percentage of the Domestic Customer's Annual Consumption Details that Relevant Unit Rate will apply to (or to which the licensee reasonably considers that Relevant Unit Rate will apply), having regard to Intra-Day Consumption Levels and Seasonal Consumption Levels, where applicable (C_i);~~

$$UR = \frac{\sum_i UR_i \cdot C_i}{\sum_i C_i} \text{ with } \sum_i C_i = 100\%$$

~~(b) In the case of a DSCon with fewer than 365 days remaining from the date of calculation, the combined total of (i) and (ii):~~

~~(i) the sum of: each Relevant Unit Rate that applies to the DSCon (UR_i^C), expressed in pence per kWh, multiplied by the percentage of the Domestic Customer's Annual Consumption Details that Relevant Unit Rate will apply to (or to which the licensee reasonably considers that Relevant Unit Rate will apply) during the remaining duration of the DSCon, having regard to Intra-Day Consumption Levels and Seasonal Consumption Levels, where applicable (C_i^C);~~

~~(ii) the sum of: each Relevant Unit Rate that would apply under the Relevant Cheapest Evergreen Tariff for the Domestic Customer (UR_j^{RCE}), expressed in pence per kWh, multiplied by the percentage of the Domestic Customer's Annual Consumption Details that Relevant Unit Rate will apply to (or to which the licensee reasonably considers that Relevant Unit Rate will apply) during the period between the end of the DSCon and the 365th day from the date of calculation, having regard to Intra-Day Consumption Levels and Seasonal Consumption Levels, where applicable (C_j^{RCE});~~

$$UR = \sum_i UR_i^C \cdot C_i^C + \sum_j UR_j^{RCE} \cdot C_j^{RCE},$$

$$\text{with } \sum_i C_i^C + \sum_j C_j^{RCE} = 100\%$$

~~**AC** means the Domestic Customer's Annual Consumption Details;~~

~~**B1** means:~~

~~(a) In the case of a DSCon with 365 or more days remaining from the date of calculation, the sum of: each Consumption-Based Tied Bundle Charge (B_i) that applies to the DSCon over the next 365 days from the date of calculation, expressed in pence per kWh, multiplied by the percentage of the Domestic Customer's Annual Consumption Details the charge will apply to (or to which the licensee reasonably considers the charges will apply), having regard to Intra-Day consumption levels and Seasonal Consumption Levels, where applicable (C_i);~~

$$B1 = \sum_i B_i \cdot C_i, \text{ with } \sum_i C_i = 100\%$$

- ~~(b) In the case of a DSCon with fewer than 365 days remaining from the date of calculation, the combined total of (i) and (ii):~~
- ~~(i) the sum of: each Consumption-Based Tied Bundle Charge (B_i^C), expressed in pence per kWh, multiplied by the percentage of the Domestic Customer's Annual Consumption Details the charge will apply to (or to which the licensee reasonably considers the charge will apply) during the remaining duration of the DSCon, having regard to Intra-Day Consumption Levels, and Seasonal Consumption Levels, where applicable (C_i^C);~~
 - ~~(ii) the sum of: each Consumption-Based Tied Bundle Charge that applies to the Relevant Cheapest Evergreen Tariff for the Domestic Customer (B_j^{RCE}), expressed in pence per kWh, multiplied by the percentage of the Domestic Customer's Annual Consumption Details the charge will apply to (or to which the licensee reasonably considers the charge will apply to) during the period between the end of the DSCon and the 365th day from the date of the calculation, having regard to Intra-Day Consumption Levels and Seasonal Consumption Levels, where applicable (C_j^{RCE});~~

$$\begin{aligned}
 \mathbf{B1} &= \sum_i B_i^C \cdot C_i^C \\
 &\quad + \sum_j B_j^{RCE} \cdot C_j^{RCE}, \\
 &\text{with } \sum_i C_i^C + \sum_j C_j^{RCE} = 100\%
 \end{aligned}$$

D1 means:

- ~~(a) In the case of a DSCon with 365 or more days remaining from the date of calculation, the sum of: each Consumption-Based Discount (D_i) that applies to the DSCon over the next 365 days from the date of calculation, expressed in pence per kWh, multiplied by the percentage of the Domestic Customer's Annual Consumption Details the discount will apply to (or which the licensee reasonably considers the discount will apply to), having regard to Intra-Day Consumption Levels and Seasonal Consumption Levels, where applicable (C_i);~~

$$\mathbf{D1} = \sum_i D_i \cdot C_i \quad \text{with } \sum_i C_i = 100\%$$

~~(b) In the case of a DSCon with fewer than 365 days remaining from the date of calculation, the combined total of (i) and (ii):~~

~~(i) the sum of: each Consumption-Based Discount (D_i^C), expressed in pence per kWh, multiplied by the percentage of the Domestic Customer's Annual Consumption Details the discount will apply to (or to which the licensee reasonably considers the discount will apply) during the remaining duration of the DSCon, having regard to Intra-Day Consumption Levels, and Seasonal Consumption Levels, where applicable (C_i^C);~~

~~(ii) the sum of: each Consumption-Based Discount (D_j^{RCE}) that applies to the Relevant Cheapest Evergreen Tariff for the Domestic Customer, expressed in pence per kWh, multiplied by the percentage of the Domestic Customer's Annual Consumption Details the discount will apply to (or to which the licensee reasonably considers the discount will apply) during the period between the end of the DSCon and the 365th day from the date of the calculation, having regard to Intra-Day Consumption Levels and Seasonal Consumption Levels, where applicable (C_j^{RCE});~~

$$\begin{aligned}
 \mathbf{D1} &= \sum_i D_i^C \cdot C_i^C \\
 &\quad + \sum_j D_j^{RCE} \cdot C_j^{RCE}, \\
 &\quad \text{with } \sum_i C_i^C + \sum_j C_j^{RCE} = 100\%
 \end{aligned}$$

B2 means:

~~(a) In the case of a DSCon with 365 or more days remaining from the date of calculation, the sum of: each Time-Based Bundle Charge (B_i), expressed in pounds sterling per day, multiplied by the period of time in days during the next 365 days for which the charge will apply (t_i);~~

$$\mathbf{B2} = \sum_i B_i \cdot t_i, \quad \text{with } \sum_i t_i = 365$$

~~(b) In the case of a DSCon with fewer than 365 days remaining from the date of calculation, the combined total of (i) and (ii):~~

~~(i) the sum of: each Time-Based Bundle Charge (B_i^C), expressed in pounds sterling per day, multiplied by the period of time in days for which it will apply during the remaining duration of the contract (t_i^C);~~

- (ii) ~~the sum of: each Time-Based Bundle Charge that applies to the Relevant Cheapest Evergreen Tariff for the Domestic Customer (B_j^{RCE}), expressed in pounds sterling per day, multiplied by the period of time in days for which it will apply during the period between the end of the DSCon and the 365th day from the date of calculation (t_j^{RCE});~~

$$\begin{aligned}
 \mathbf{B2} &= \sum_i B_i^{\mathcal{E}} \cdot t_i^{\mathcal{E}} \\
 &\quad + \sum_j B_j^{RCE} \cdot t_j^{RCE}, \\
 &\quad \text{with } \sum_i t_i^{\mathcal{E}} + \sum_j t_j^{RCE} = 365
 \end{aligned}$$

D2 means:

- (a) ~~In the case of a DSCon with 365 or more days remaining from the date of calculation, the sum of: each Time-Based Discount (D_i), expressed in pounds sterling per day, multiplied by the period of time in days during the next 365 days for which it will apply (t_i);~~

$$\mathbf{D2} = \sum_i D_i \cdot t_i \quad \text{with } \sum_i t_i = 365$$

- (b) ~~In the case of a DSCon with fewer than 365 days remaining from the date of calculation, the combined total of (i) and (ii):~~

- (i) ~~the sum of: each Time-Based Discount ($D_i^{\mathcal{E}}$), expressed in pounds sterling per day, multiplied by the period of time in days for which it will apply during the remaining duration of the contract ($t_i^{\mathcal{E}}$);~~

- (ii) ~~the sum of: each Time-Based Discount that applies to the Relevant Cheapest Evergreen Tariff for the Domestic Customer (D_i^{RCE}), expressed in pounds sterling per day, multiplied by the period of time in days for which it will apply during the period between the end of the DSCon and the 365th day from the date of calculation (t_j^{RCE});~~

$$\begin{aligned}
 \mathbf{D2} &= \sum_i D_i^{\mathcal{E}} \cdot t_i^{\mathcal{E}} \\
 &\quad + \sum_j D_j^{RCE} \cdot t_j^{RCE}, \\
 &\quad \text{with } \sum_i t_i^{\mathcal{E}} + \sum_j t_j^{RCE} = 365
 \end{aligned}$$

Condition 22D. Dead Tariffs [Extracts]

Requirements to change the terms and conditions that apply to a Dead Tariff and give Notice to Domestic Customers

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:

- (c) ensure that the particular Domestic Customer is given a Notice at least 30 days in advance of the date the changes to the Dead Tariff are due to take effect which:
 - (xvi) in close proximity to the information required by sub-paragraph 22D.5(c)(xii), 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 licensee may also include a brief statement to the effect that a Warm Home Discount is not included), what it is and what it can be used for, and outlining any assumptions that have been made in its calculation;

Notification requirements where Domestic Customers are to become subject to the Relevant Cheapest Evergreen Tariff

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:

- (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:
 - (vi) in close proximity to the information required by sub-paragraph 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 licensee may also include a brief statement to the effect that a Warm Home Discount is not included), what it is and what it can be used for, and outlining any assumptions that have been made in its calculation;

Condition 23. Notification of Domestic Supply Contract terms [Extracts]

Notification of increase in Charges for the Supply of Gas and other unilateral variations

23.4 Subject to paragraphs 23.11 and 23.12, the Notice referred to in paragraph 23.3:

- (t) in close proximity to the information required by sub-paragraph 23.4(g) and sub-paragraph 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 licensee may also include a brief statement to the effect that a Warm Home Discount is not included), what it is and what it can be used for, and outlining any assumptions that have been made in its calculation;

Schedule 3 to standard condition 23: Estimated Annual Costs, single fuel

Part 2

S3.9 The licensee must replace “[Entry 6]” with text setting out 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 licensee may also include a brief statement to the effect that a Warm Home Discount is not included), what it is and what it can be used for, and outlining any assumptions that have been made in its calculation.

Schedule 4 to standard condition 23: Estimated Annual Cost, Dual Fuel Account

Part 2

S4.12 The licensee must replace “[Entry 9]” with text setting out 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 licensee may also include a brief statement to the effect that a Warm Home Discount is not included), what it is and what it can be used for, and outlining any assumptions that have been made in its calculation.

Condition 31A. Bills, statements of account and Annual Statements [Extracts]

Schedule 1 to standard condition 31A: the “Could you pay less?” label for Bills and statements of account

S1.5 The licensee 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 licensee may also include a brief statement to the effect that a Warm Home Discount is not included), what it is and what it can be used for, and outlining any assumptions that have been made in its calculation;

Schedule 4 to standard condition 31A: the Annual Statement

Part 2

S4.11 The licensee must populate Zone C with:

- (f) 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 licensee may also include a brief statement to the effect that a Warm Home Discount is not included), what it is and what it can be used for, and outlining any assumptions that have been made in its calculation; and

S4.15 In respect of the template set out in paragraph S4.14, the licensee must replace:

- (q) “[Entry 16]” with text setting out:
 - (iii) 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 licensee may also include a brief statement to the effect that a Warm Home Discount is not included), what it is and what it can be used for, and outlining any assumptions that have been made in its calculation.

Condition 31E. Overarching requirements [Extracts]

~~Overarching requirement to refer to Estimated Annual Costs as “Personal Projection”~~

~~31E.7 Where the licensee or any Representative is required by any standard condition to provide a Domestic Customer’s Estimated Annual Costs, the licensee must ensure that the Estimated Annual Costs are communicated to the Domestic Customer using the name “Personal Projection”.~~

Provision of Tariff Information Label and Estimated Annual Costs at the same time as Principal Terms

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 information is provided in Writing, drafted) in plain and intelligible language:

- (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
- (b) the Domestic Customer’s Estimated Annual Costs (in respect of any Domestic Supply Contract offered to the Domestic Customer).

Provision of information about things included in Estimated Annual Costs

31E.9 Where Estimated Annual Costs are provided to a Domestic Customer by the licensee or any Representative (either by virtue of a standard condition or on a voluntary basis), the licensee must provide (and take all reasonable steps to ensure that any Representative provides) a brief statement (in Writing where the Estimated Annual Cost are provided in Writing or orally where the Estimated Annual Cost are provided orally) explaining what is included in the Estimated Annual Costs, including, but not limited to, value added tax, what it is and what it can be used for, and outlining any assumptions that have been made in its calculation.

SCHEDULE 3: LIST OF RELEVANT LICENCE HOLDERS

1 North Utilities Ltd
1st Direct Utilities Plc
Addito Supply Limited
Affect Energy Ltd
Albuquerque Energy Limited
Alfa Smart Energy Ltd
Ampoweruk Ltd
Arizona Energy Limited
Arruzzi Energy Supply Limited
AvantiGas On Limited
Avid Energy Limited
Avro Energy Limited
Axis Telecom Limited
Barbican Power Limited
Better Energy Supply Limited
Bluebell Energy Supply Limited
Breeze Energy Supply Limited
Brilliant Energy Supply Limited
Bristol Energy & Technology Services (Supply) Limited
British Gas Trading Limited
Brook Green Trading Limited
Bruntwood Energy Services Limited
Bryt Energy Limited
Bulb Energy Ltd
Business Power and Gas Limited
Cabra Energy Supply Limited
Callesti Energy Supply Limited
Camaro Energy Supply Limited
Cardiff Energy Supply Limited
Celesto Enterprises Limited
Cilleni Energy Supply Limited
Colgano Energy Supply Limited
Co-operative Energy Limited
Corona Energy Retail 4 Limited
Cowpow Limited
Crown Gas and Power Limited
Crown Oil Limited
Daisy Energy Supply Limited
Daligas Limited
Delta Gas and Power Limited
Dirac Energy Supply Limited
Donnington Energy Limited
Dual Energy Direct Limited
Dyce Energy Limited
Eclipse Energy Supply Limited
Economy Energy Supply Ltd
Economy Energy Trading Limited
Eddington Energy Supply Limited
EDF Energy Customers Plc
Effortless Energy Ltd.
E (Gas and Electricity) Limited
Emzo Energy Supply Limited
Orbit Energy Limited
Oreba Energy Supply Limited
Oregon Energy Limited
Our Power Energy Supply Limited
Ovo Gas Limited
Palladium Energy Supply Limited
Pan-Utility Limited
PFP Energy Supplies Limited
NSMP System Entry Pointplies Limited
Pirranello Energy Supply Limited
Planet 9 Energy Limited
People's Energy (Supply) Limited
Pozitive Energy Ltd
Pure Planet Limited
Putney Energy Limited
Queensbury Energy Limited
Retford Gas Limited
Rockfire Energy Limited
Rutherford Energy Supply Limited
Santana Energy Limited
Saphir Energy Limited
Satus Energy Limited
Scottish Power Energy Retail Limited
Shale Gas UK Limited
Shell Energy Supply UK Ltd.
Simple Energy Scotland Limited
Sinq Power Limited
Skylane Energy Supply Limited
Smarter Eco Energy Limited
Snowdrop Energy Supply Limited
So Energy Trading Limited
Solarplicity Supply Limited
Southern Electric Gas Limited
Spalt Energy Limited
Spark Energy Supply Limited
Squeaky Clean Energy Limited
Sunflower Energy Supply Limited
Switch Business Gas and Power Ltd
Symbio Energy Limited
Telecom Plus PLC
Temple Energy Limited
Texas Energy Limited
The Renewable Energy Company Limited
Together Energy Supply Limited
Tonik Energy Limited
Total Gas & Power Limited
Toto Energy Ltd.
Tru Energy Limited
UK Healthcare Corporation Limited
UK National Gas Ltd
Usio Energy Supply Limited
Ure Energy Limited

ENGIE Power Limited
Enstroga Ltd
Entice Energy Supply Limited
E.ON Energy Gas (Eastern) Limited
E.ON Energy Solutions Limited
ESB Energy limited
Euston Energy Limited
Eversmart Energy Ltd
Exelon Generation Limited
Extra Energy Supply Limited
Fairline Gas Ltd
First Utility Limited
Flogas Britain Ltd
Flow Energy Limited
Foxglove Energy Supply Limited
Future Energy (Supply) Limited
Gas and Power Limited
Gas Plus Supply Limited
GEN4U Ltd
GnERGY Limited
Good Energy Gas Limited
Green Energy (UK) plc
Greengen Direct Limited
Green Network Energy Ltd
Hartree Partners Supply (UK) Limited
Hartlepower C.I.C.
Hawking Energy Supply Limited
Holborn Energy Limited
Home Counties Energy Plc
Hudson Energy Supply UK Limited
Igloo Energy Supply Limited
Iresa Limited
I Supply Energy Limited
Jacob Developments Limited
Kensington Power Limited
Labrador Ltd
Lovely Energy Limited
Maine Energy Limited
Mattina Limited
Mongoose Energy Supply Limited
MyLife Home Energy Limited
Nabuh Energy Ltd
Nationwide Electricity Limited
Nevada Energy Limited
Npower Direct Limited
Npower Gas Limited
Npower Northern Limited
Npower Yorkshire Limited
Octopus Energy Limited
Oneselect Limited
One Wales Energy - Un Ynni Cymru Ltd
Opal Gas Limited
Opus Energy Limited
Opus Gas Supply Limited

Utilita Energy Limited
Utilita Gas Limited
Utility Point UK Limited
Vanquist Energy Supply Limited
Vavu Power Limited
Venga Energy Supply Limited
Victory Energy Supply Limited
Viper Energy Supply Limited
Washington Energy Limited
World Fuel Commodities Services (Ireland) Limited
Zebra Power Limited
Zog Energy Limited