

To: All holders of a gas supply licence

**Gas Act 1986
Section 23(1)(b)**

**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**

1. Each of the licensees to whom this document is addressed has a gas supply licence which has been granted or treated as granted under 7A(1) of the Gas Act 1986 ('the Act').
2. Under section 23(2) of the Act the Gas and Electricity Markets Authority ('the Authority')¹ gave notice on 20 September 2018 ('the Notice') that we propose to modify standard conditions 1, 20, 21A, 22C, 22D, 23, 24, 25, 31, 31A, 31B, 31D and 31E, and introduce new standard conditions 31F, 31G, 31H and 31I. We stated that any representations to the modification proposal must be made on or before 18 October 2018.
3. 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.
4. We received 23 responses to the Notice, which we carefully considered. We have placed all non-confidential responses on our website. Our response to these comments is set out in the accompanying decision letter.
5. It is necessary to make a number of minor alterations to the modifications set out in the Notice. These alterations are shown in yellow highlight in the attached Schedule 1. The reasons for any differences between the modifications set out in the Notice and the modifications reflected in Schedule 1 are to correct minor typographical errors and clarify policy intent based on consultation responses. Schedule 2 summarises the changes made between the Notice and modifications.
6. We are making these licence changes to implement new enforceable principles and remove prescriptive rules relating to how suppliers communicate with their

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

customers. A more detailed description of the reasons and effects of these modifications can be found in the following documents:

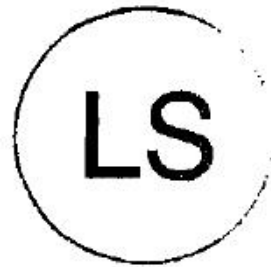
- a. The accompanying documents to this document, which are available at: <https://www.ofgem.gov.uk/publications-and-updates/final-decision-domestic-supplier-customer-communications-rulebook-reforms>
 - b. Statutory consultation: Domestic supplier-customer communications rulebook reforms (September 2018), which is available at: <https://www.ofgem.gov.uk/publications-and-updates/statutory-consultation-domestic-supplier-customer-communications-rulebook-reforms>
 - c. Policy consultation: Domestic supplier-customer communications rulebook reforms (May 2018), which is available at: <https://www.ofgem.gov.uk/publications-and-updates/domestic-supplier-customer-communications-rulebook-reforms>
 - d. Working paper: Domestic supplier-customer communications rulebook reforms (December 2017), which is available at: <https://www.ofgem.gov.uk/publications-and-updates/working-paper-domestic-supplier-customer-communications-rulebook-reforms>
 - e. Open letter: Reforming our rules related to domestic supplier-customer communications (September 2017), which is available at: <https://www.ofgem.gov.uk/publications-and-updates/open-letter-reforming-our-rules-related-domestic-supplier-customer-communications>
7. In summary, the effect of the modifications will be to ensure consumers receive the information they need, in the right form and at the right time, to enable them to understand their costs and consumption, to access and assess their options, and to take action where appropriate. This is fundamental to consumers being able to easily and actively engage with their energy supply.
8. 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 Energy Licence Modification Appeals: Competition and Markets Authority 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

Under 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 attached Schedule 1. This decision will take effect from **11 February 2019**, a date which is not less than 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**



.....
Kiera Schoenemann
Deputy Director, Monitoring and Compliance
Duly authorised on behalf of the
Gas and Electricity Markets Authority

17 December 2018

Schedule 1: Modifications to standard licence conditions

Deletions are shown in strike through, new text is underlined and change from the Notice are highlighted in yellow.

Condition 1. Definitions for standard conditions [Extracts]

1.1 This condition sets out defined words and expressions used in the standard conditions of this licence (all of which begin with capital letters) and gives their definitions next to them.

Definitions in alphabetical order

1.2 In this licence, unless the context otherwise requires:

**“About Your
Tariff” Label**

has the meaning given in standard condition 31F.10;

**Alternative
Cheapest
Tariff**

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:

- (a) their Estimated Annual Costs applied in respect of the cheapest Tariff, rather than the Tariff the Domestic Customer is currently subject to;
- (b) where the Domestic Customer is not subject to a Prepayment Meter, the cheapest Tariff compatible with the Gas Meter installed at the Domestic Customer’s premises;
- (c) where the Domestic Customer is subject to a Prepayment Meter, the cheapest Tariff compatible with any Gas Meter which could be installed at the Domestic Customer’s premises; and
- (d) consideration of both Time of Use Tariffs for which appropriate consumption data is available and Non-Time of Use Tariffs;**

(e) 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; and

(f) where the Domestic Customer is not subject to a White Label Tariff:

(i) a Tariff which is not a White Label Tariff;
or

(ii) a White Label Tariff of any White Label Tariff Provider of the licensee;

Annual Statement

is to be interpreted in accordance with standard condition 31A;

Assumed Dual Fuel Discount

means the total monetary amount of a Dual Fuel Discount divided by two;

Bundled Product

means a Tied Bundle, Opt in Bundle or Opt out Bundle;

Consumption-Based Bundle Charge

means the charge for any Relevant Bundle that is accrued on a p/kWh basis;

Consumption-Based Discount

means any Discount Amount that is accrued on a p/kWh basis;

Discount Amounts

means the combined total annual amount of the following:

(a) (where applicable) an Assumed Dual Fuel Discount;

(b) (where applicable) an Online Account Management Discount;
and

(c) each applicable Non-Contingent Discount;

Domestic Statement of Renewal Terms

means a Notice provided prior to the end of a Fixed Term Supply Contract, in accordance with paragraph 31I.1(c) of standard condition 31I;

Excluded Staggered Charging Tariff

means a Staggered Charging Tariff which:

(a) is of less than one year in duration; or

(b) has a duration which is not 12 months, 24 months or such other multiple of a period of 12 months; or

(c) includes any precise variations to the Charges for the Supply of Gas which do not only occur once every 12 months (or any other period which is a multiple of a period of 12 months) as from the date the first set of Charges for the Supply of Gas apply to the Fixed Term Supply Contract;

Energy Ombudsman

means the person appointed by the Secretary of State, and approved by the Authority, to administer the redress scheme within the meaning of section 48(1) of the Consumers, Estate Agents and Redress Act 2007;

Financial Ombudsman Service

means the ombudsman scheme referred to in section 225 of the Financial Services and Markets Act 2000;

Form

includes the means by which information is communicated and the way in which information is presented or structured;

Green Supply

means a Tariff that is promoted primarily on the basis of its association with renewable energy sources or climate change mitigation;

Intra-Day Consumption Levels

means the different consumption levels for different periods of time within a day;

Optional Reward Points Discount

means an Opt-in Reward Points Discount or an Opt-out Reward Points Discount;

Opt-in Reward Points Discount

means one or more Reward Points Discounts (which may include a choice from a selection of Reward Points Discounts) that does not initially form part of a Tariff, but which the Domestic Customer can choose to receive and which would then form part of or in any way be linked to, a Tariff;

Opt-out Reward Points Discount

means one or more Reward Points Discounts (which may include a choice from a selection of Reward Points Discounts) that are, offered as part of, or in any way linked to, a Tariff, but which the Domestic Customer can choose not to receive;

Relevant Bundle

means the applicable Tied Bundle including a Tied Bundle which constitutes a Discount, but excluding:

~~(a) a Tied Bundle which does not require reoccurring payments to be made by the Domestic Customer; and~~

~~(b) a Tied Bundle which would be misleading or inappropriate were it presented in pounds sterling per year or pence per kWh;~~

Relevant Cheapest Evergreen Tariff

means, in comparison with the Estimated Annual Costs for each specific Domestic Customer's Tariff, the cheapest Tariff for an Evergreen Supply Contract available from the licensee (or, where there are any Affiliate Licensees, the licensee and any Affiliate Licensees) for that Domestic Customer based on:

(a) their Estimated Annual Costs applied in respect of the cheapest Tariff for an Evergreen Supply Contract, rather than the Tariff the Domestic Customer is currently subject to;

(b) their current payment method;

(c) their current Relevant Meter Type;

(d) where the Domestic Customer is subject to a Prepayment Meter, the cheapest Tariff for an Evergreen Supply Contract compatible with the Prepayment Meter installed at the Domestic Customer's premises; ~~and~~

(e) their Account Management Arrangement;

(f) where the Domestic Customer is subject to a White Label Tariff, a White Label Tariff of the same White Label Tariff Provider; and

(g) where the Domestic Customer is not subject to a White Label Tariff, a Tariff which is not a White Label Tariff;

Relevant Cheapest Tariff

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:

(a) their Estimated Annual Costs applied in respect of the cheapest Tariff, rather than the Tariff the Domestic Customer is currently subject to;

- (b) where the Domestic Customer is not subject to a Prepayment Meter, the cheapest Tariff compatible with the Gas Meter installed at the Domestic Customer's premises;
- (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;
- (d) their Account Management Arrangement;
- (e) where the Domestic Customer is subject to an Evergreen Supply Contract, an Evergreen Supply Contract;
- (f) where the Domestic Customer is subject to a Fixed Term Supply Contract, a Fixed Term Supply Contract; ~~and~~
- (g) consideration of both Time of Use Tariffs for which appropriate consumption data is available and Non-Time of Use Tariffs;
- (h) where the Domestic Customer is subject to a White Label Tariff, a White Label Tariff of the same White Label Tariff Provider; and
- (i) where the Domestic Customer is not subject to a White Label Tariff, a Tariff which is not a White Label Tariff;

Relevant Contract Change Notice

means a Notice provided prior to the event of a Disadvantageous Unilateral Variation or an increase in the Charge(s) for the Supply of Gas to a Domestic Premises, in accordance with paragraphs 31I.1(a) and 31I.1(b) of standard condition 31I;

Relevant Fixed Term Default Tariff

means a Fixed Term Supply Contract available from the licensee (or, where there are any Affiliate Licensees, the licensee and any Affiliate Licensees), that:

- (a) has terms and conditions that are similar in nature to the existing Fixed Term Supply Contract for that Domestic Customer, including in respect of:
 - (i) their current payment method;
 - (ii) their current Relevant Meter Type;
 - (iii) their current Account Management Arrangement; ~~and~~

- (iv) their characteristics and preferences;
 - (v) where the Domestic Customer is subject to a White Label Tariff, a White Label Tariff of the same White Label Tariff Provider; and
 - (vi) where the Domestic Customer is not subject to a White Label Tariff, a Tariff which is not a White Label Tariff;
- (b) must not provide for a Domestic Customer to pay a Termination Fee; and
 - (c) is cheaper than or as cheap as the licensee's Relevant Cheapest Evergreen Tariff for the particular Domestic Customer, based on a comparison of their respective Estimated Annual Cost;

Relevant Ombudsman

means the Energy Ombudsman or the Financial Ombudsman Service;

Relevant Standing Charges

means:

(a) where the licensee has publicly announced an increase or decrease in the Charges for the Supply of Gas, the Standing Charge (or, where applicable, the Standing Charges) that will apply to the specific Domestic Supply Contract (or, where applicable, Deemed Contract) after that increase or decrease is scheduled to take effect; or

(b) in any other case, the Standing Charge (or, where applicable, the Standing Charges) that currently applies to the specific Domestic Supply Contract (or, where applicable, Deemed Contract);

Relevant Unit Rates

means:

(a) where the licensee has publicly announced an increase or decrease in the Charges for the Supply of Gas, the Unit Rate or (where applicable) Unit Rates that will apply to the specific Domestic Supply Contract (or, where applicable, Deemed Contract) after that increase or decrease is scheduled to take effect; or

(b) in any other case, the Unit Rate or (where applicable) Unit Rates that currently apply to the specific Domestic Supply Contract (or, where applicable, Deemed Contract);

Reward Points Discount

means a Discount which:

(a) is not pounds sterling or a currency of any other country; and

only provides for a points system whereby points are awarded to Domestic Customers which can ultimately be redeemed in exchange for a range of goods or services (or as part payment towards goods or services);

Seasonal Consumption Levels

means the different consumption levels for different periods of time within a 365 day period;

Staggered Charging Tariff

means a Tariff for a Fixed Term Supply Contract which, in accordance with sub paragraph 22C.11(b) of standard condition 22C or sub paragraph 23.8(b) of standard condition 23, has precise variation or variations to the Charges for the Supply of Gas which are scheduled to occur automatically by a precise amount (or precise amounts) and on a precise date (or precise dates) which is not subject to the licensee's discretion;

Tariff Information Label

has the meaning given in standard condition 31B 31F.11;

Tariff Type

includes, but is not limited to, the following features of the Tariff:

(a) whether the Charges for the Supply of Gas are fixed or variable; and

(b) whether the Tariff is for Green Supply;

Temperature and Pressure Conversion Factor

has the meaning given in the Gas (Calculation of Thermal Energy) Regulations 1996 made under section 12(1) of the Act;

Time-Based Bundle Charge

means the charge for any Relevant Bundle that is accrued on a daily basis;

Time-Based Discount

means any Discount Amount that is accrued on a daily basis;

Time Period

means one period of time (of any description) which applies to Time of Use Rates;

Winter

means the months of October, November, December, January, February and March;

Condition 20. Safety of gas supplies, Meter Point Reference Number and dispute settlement – for Non-Domestic Customers

Emergency and enquiry services

- 20.1 The licensee must keep each of its Non-Domestic Customers informed:
- (a) that an escape or a suspected escape of gas should be reported immediately; and
 - (b) of a telephone number which should be used for that purpose.
- 20.2 The licensee may comply with paragraph 20.1 by:
- (a) providing each Non-Domestic 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 Non-Domestic Customer's premises or, in the case of a Deemed Contract, becomes aware that it is doing so;
 - (b) providing the information referred to in that paragraph to each Non-Domestic Customer on each Bill or statement of account sent to a Non-Domestic 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~~ them; and
 - (c) publishing the information referred to in that paragraph in such manner as will in the opinion of the licensee secure adequate publicity for it.
- (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 Non-Domestic Customer when ~~he~~ they requests it.
- 20.4 The licensee must take all reasonable steps to inform each of its Non-Domestic 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.

Meter Point Reference Number

- 20.5 The licensee must inform each of its Non-Domestic Customers of ~~his~~ their Meter Point Reference Number:
- (a) on each Bill or statement of account sent to a Non-Domestic 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~~ them.

Dispute settlement

- 20.6 The licensee must provide to each of its Non-Domestic Customers information concerning ~~his~~ their rights as regards the means of dispute settlement available to ~~him~~ them in the event of a dispute with the licensee.

**Condition 21A. Provision of the annual statement of supply to
Participants of the Carbon Reduction Commitment (CRC) Energy
Efficiency Scheme [Extracts]**

21A.1 ~~The~~ Where a Participant requests in writing for it to do so, a licensee must provide in Writing the information specified in paragraph 21A.2 within 6 weeks of the end of the Year of the Phase to which the information relates.

Condition 22C. Fixed Term Supply Contracts

22C.1 Without prejudice to any Evergreen Supply Contract or Deemed Contract, the licensee and any Representative must only supply or offer to supply a Domestic Customer on the basis of a Fixed Term Supply Contract which complies with standard condition 22C.

Prohibition on further fixed term periods

22C.2 Without prejudice to paragraphs 22C.5, 22C.7 and 22C.8 of standard condition 22C and paragraph 24.9 of standard condition 24 (Continuation of Fixed Term Supply Contract Terms for interim period), the licensee must not extend in any way the duration of any fixed term period that applies to a Fixed Term Supply Contract.

Renewal of a Fixed Term Supply Contracts

22C.3 Prior to the end of a Fixed Term Supply Contract the licensee must act in accordance with standard condition 31I.

~~The licensee must prepare a statement (hereafter referred to as an “SLC 22C Statement of Renewal Terms”) which:~~

- ~~(a) is set out in Writing;~~
- ~~(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;~~
- ~~(c) without prejudice to SLC 22C Exempt Information only contains the following information:~~
 - ~~(i) — the date the fixed term period of the existing Fixed Term Supply Contract is due to end;~~
 - ~~(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”;~~
 - ~~(iii) — information about where the Domestic Customer may obtain impartial advice and information about changing their Gas Supplier;~~
 - ~~(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 either the Relevant~~

~~Cheapest Evergreen Tariff or a Relevant Fixed Term Default Tariff, as applicable;~~

~~(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 either 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 subparagraph 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;~~

~~(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;~~

~~(vii) the Domestic Customer's Estimated Annual Costs in the event that the Domestic Customer becomes subject to either the Relevant Cheapest Evergreen Tariff or a Relevant Fixed Term Default Tariff, as applicable, by virtue of paragraph 22C.7;~~

~~(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 either the Relevant Cheapest Evergreen Tariff or a Relevant Fixed Term Default Tariff, as applicable; and;~~

~~(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 either the Relevant Cheapest Evergreen Tariff or a Relevant Fixed Term Default Tariff, as applicable; and~~

~~(d) 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:~~

~~(i) the Principal Terms that currently apply to the Domestic Customer;~~

~~(ii) the Principal Terms that would apply if the Domestic Customer becomes subject to either the Relevant Cheapest Evergreen Tariff or a Relevant Fixed Term Default Tariff, as applicable, by virtue of paragraph 22C.7; and,~~

- ~~(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;~~
- ~~(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~~
- ~~(f) 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 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(e)(vii)).~~

22C.4 (Not used)

The licensee must:

- ~~(a) 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) 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 account, Annual Statement or marketing material).~~

22C.5 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 Gas) if:

- (a) the licensee has provided the Domestic Customer with a Domestic Statement of Renewal Terms which incorporates an additional Notice which:

~~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:~~

- (i) with the exception of the Domestic SLC 22C Statement of Renewal Terms, ~~is not to be provided in conjunction with, or contain, any other~~ **must be provided separately from any other document** information, including (but not limited to) a Bill, statement of account or marketing material;
 - (ii) informs the Domestic Customer that the licensee is seeking the Domestic Customer's express agreement in Writing to a further fixed term period with or without proposed changes to other terms and conditions (including the Charges for the Supply of Gas);
 - (iii) informs the Domestic Customer of the duration of the proposed further fixed term period and the nature, purpose and effect of any proposed changes to other terms and conditions (including the Charges for the Supply of Gas); and
 - (iv) informs the Domestic Customer they are under no obligation to agree to the proposed further fixed term period or any proposed changes to other terms and conditions (including the Charges for the Supply of Gas); ~~and~~
 - (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) the Domestic Customer has expressly agreed in Writing to the proposed further fixed term period and, where applicable, any proposed changes to other terms and conditions (including the Charges for the Supply of Gas) in response to the Notice given by the licensee in accordance with sub-paragraph 22C.5(a);
 - (c) the duration of the further fixed term period is no longer than the duration of the fixed term period that currently applies to the existing Fixed Term Supply Contract; and
 - (d) by virtue of the extended duration of the further fixed term period and any changes to other terms and conditions (including the Charges for the Supply of Gas), the Fixed Term Supply Contract becomes identical to a Tariff which is a Live Fixed Term Tariff.

Prohibition on termination fees for non compliance

22C.6 Where the licensee fails to comply with paragraphs 22C.2 to 22C.5 and extends the duration of an existing Fixed Term Supply Contract for a further fixed term period, the licensee may not charge or otherwise seek to enforce a Termination Fee in respect of that Domestic Supply Contract.

Continued supply after a fixed term period ends

22C.7 Where a 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 an existing Fixed Term Supply Contract is due to end, the licensee must ensure that the terms of the Fixed Term Supply Contract provide that the Domestic Customer will become subject to either the Relevant Cheapest Evergreen Tariff or, if the licensee considers it appropriate to do so, a Relevant Fixed Term Default Tariff.

22C.8 Without prejudice to paragraph 22C.2 of this condition and paragraph 24.9 of standard condition 24, if at the end of any fixed term period the licensee continues to supply a Domestic Customer, it must do so on the basis of:

- (a) the Relevant Cheapest Evergreen Tariff or a Relevant Fixed Term Default Tariff which is provided for by the terms of the Fixed Term Supply Contract in accordance with paragraph 22C.7;
- (b) a new Evergreen Supply Contract which has been entered into with the express agreement of the Domestic Customer;
- (c) a new Fixed Term Supply Contract which has been entered into with the express agreement of the Domestic Customer and which complies with standard condition 22C; or
- (d) a further fixed term period in relation to an existing Fixed Term Supply Contract in circumstances where that Fixed Term Supply Contract and that further fixed term period complies with standard condition 22C.

Prohibition on increasing the Charges for the Supply of Gas and other adverse unilateral variations

22C.9 Without prejudice to paragraph 22C.5 or paragraph 22C.7, in relation to any Fixed Term Supply Contract, the licensee must not:

- (a) increase the Charges for the Supply of Gas (including, but not limited to, by making any reduction in the amount of a Discount that is directly applied to a Unit Rate or Standing Charge); or
- (b) unilaterally vary any other terms and conditions in any way which is to the disadvantage of a Domestic Customer.

Exception to compliance with condition

22C.10 The licensee is not required to comply with standard condition 22C to such extent and subject to such conditions as the Authority may from time to time direct.

22C.11 In respect of an increase in Charges for the Supply of Gas, the licensee is not required to comply with paragraph 22C.9 if:

(a) all of the following requirements are satisfied:

- (i) the Domestic Supply Contract provides that variations to the Charges for the Supply of Gas will occur automatically only in a manner which is fully linked to fluctuations in a published and transparent stock exchange quotation or index or a financial market rate that the licensee does not control; and
- (ii) the licensee has complied with paragraph 23.1 of standard condition 23; and
- (iii) the method by which the Charges for the Supply of Gas fluctuate automatically is set out in the Domestic Supply Contract in a prominent position in plain and intelligible language; or

(b) all of the following requirements are satisfied:

- (i) the Domestic Supply Contract expressly sets out in advance the precise variation or variations to the Charges for the Supply of Gas which are scheduled to occur automatically by a precise amount (or precise amounts) and on a precise date (or precise dates) which is not subject to the licensee's discretion; and
- (ii) the licensee has complied with paragraph 23.1 of standard condition 23; and
- (iii) the precise variations to the Charges for the Supply of Gas are set out in the Domestic Supply Contract in a prominent position and in plain and intelligible language.

22C.11A The licensee is not required to comply with paragraph 22C.9 in respect of an increase or variation of the Charges for the Supply of Gas or any other charge or fee ('Relevant Charge') where all of the following circumstances apply:

- (a) the Relevant Charge is subject to value added tax;
- (b) there has been a change in the rate of value added tax that is chargeable in respect of the Relevant Charge; and
- (c) the licensee varies the amount of the Relevant Charge only in order to fully reflect the rate of value added tax that is chargeable in respect of that Relevant Charge.

22C.11B Paragraph 22C.9 does not apply where all of the following requirements are satisfied:

- (a) the licensee is only increasing the Charges for the Supply of Gas and/or unilaterally varying any other terms and conditions in any way which is to the disadvantage of a Domestic Customer in order to move a Domestic Customer from one payment method to another ('the power to change payment methods');
- (b) the power to change payment methods is only exercised on the grounds that the Domestic Customer has Outstanding Charges and/or has failed to comply with terms and conditions relating to a payment method;
- (c) the power to change payment methods and the precise circumstances when that power will be exercised are set out in the Domestic Supply Contract in a prominent position and in plain and intelligible language; and
- (d) the licensee has complied with paragraph 23.1 of standard condition 23.

Guidance

22C.12 The licensee must have regard to any guidance on Relevant Matters for SLC 22C 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).

Terms of Fixed Term Supply Contracts

22C.13 The licensee must ensure that the terms and conditions of each Fixed Term Supply Contract comply with the provisions of standard condition 22C.

22C.13A The licensee must ensure that each Fixed Term Supply Contract contains terms and conditions which reflect the effect of:

- (a) paragraph 22C.2;
- (b) paragraph 31I.1(c) of standard condition 31I; sub-paragraph 22C.4(a);
- (c) paragraph 22C.5 (excluding sub-paragraphs 22C.5(a)(i), 22C.5(a)(v), and 22C.5(d);
- (d) paragraph 22C.6;
- (e) paragraph 22C.7;
- (f) paragraph 22C.9;
- (g) any other requirement of standard condition 22C or any requirement relevant to the end of a Fixed Term Supply Contract set out in standard condition 31I which could reasonably be considered as:

- (i) giving a particular Domestic Customer a right to receive or do something in any circumstances (including how much notice a Domestic Customer will receive before their Fixed Term Supply Contract comes to an end);
- (ii) giving a particular Domestic Customer a right to avoid being subject to something in any circumstances; and
- (iii) providing for a specific form of protection for a particular Domestic Customer in any circumstances; and
- (h) any provisions of standard condition 22C specified in directions, which following consultation, the Authority may issue and may from time to time revise (following further consultation).

22C.14 The licensee must not enforce or take advantage of any term of a Fixed Term Supply Contract if:

- (a) the inclusion of that term is incompatible with standard condition 22C; or
- (b) the enforcement or the taking advantage of that term would be so incompatible.

Treatment of Fixed Term Supply Contracts with changes to terms precisely set out in advance

22C.15 Without prejudice to paragraphs 22C.2 and 22C.5, where, in accordance with sub-paragraph 22C.11(b), a Fixed Term Supply Contract expressly sets out in advance the precise variation or variations to the Charges for the Supply of Gas which are scheduled to occur automatically by a precise amount (or precise amounts) and on a precise date (or precise dates) which is not subject to the licensee's discretion, the references to "fixed term period" in paragraphs ~~22C.3 to 22C.5, 22C.7 and 22C.8~~ of standard condition 22C and paragraph 31I.6 of standard condition 31I are to be read as a reference to the last fixed term period that applies to the Fixed Term Supply Contract.

Definitions for condition

22C.16 In this condition:

"Relevant Matters for SLC 22C" means:

- (a) the format and/or display of any information which must be included in ~~an SLC 22C Statement of Renewal Terms and~~ the Notice referred to in sub-paragraph 22C.5(a); and
- (b) the interpretation of standard condition 22C (including in respect of definitions which appear in standard condition 1).

~~"SLC 22C Exempt Information"~~ means:

~~(a) — the SLC 22C Supplier and Customer Information;~~

~~(b) — the Notice referred to in sub-paragraph 22C.5(a);~~

~~(c) — (not used); and~~

~~(d) — the information required by standard condition 31E.~~

~~“SLC 22C Supplier and Customer Information” means:~~

~~(a) — the name of the licensee and its contact details;~~

~~(b) — the name and address of the Domestic Customer;~~

~~(c) — other information used for the purposes of identifying the Domestic Customer; and~~

~~(d) — the date of the SLC 22C Statement of Renewal Terms and the Notice referred to in sub-paragraph 22C.5(a).~~

Condition 22D. Dead Tariffs

Prohibition on Dead Tariffs

22D.1 Subject to paragraphs 22D.2 to 22D.22, and without prejudice to a Fixed Term Supply Contract, the licensee must only use (or, where there are any Affiliate Gas Licensees, the licensee and any Affiliate Gas Licensees must collectively or individually only use) Live Evergreen Tariffs.

Exception for the withdrawal of Live Evergreen Tariffs

22D.1A Where the licensee wishes to withdraw a Live Evergreen Tariff, the licensee may treat that Live Evergreen Tariff as a Dead Tariff (a “Transitional Dead Tariff”) for a period of 49 days (the “Transitional Period”) in order to ensure that all the Domestic Customers which are subject to that Transitional Dead Tariff become subject to a Live Evergreen Tariff or Live Fixed Term Tariff.

22D.1B Without prejudice to paragraph 23.6 of standard condition 23 (treating a price increase or variation as ineffective), where the licensee has a Transitional Dead Tariff pursuant to paragraph 22D.1A, the licensee must ensure (in a way that is compatible with standard licence conditions and legislation) that all the Domestic Customers which are subject to that Transitional Dead Tariff become subject to a Live Evergreen or Live Fixed Term Tariff by the end of the Transitional Period.

22D.1C Paragraphs 22D.2 to 22D.22 do not apply in respect of a Transitional Dead Tariff.

Exception to prohibition on Dead Tariffs

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 ~~took~~ takes effect (on 23 October 2013).

Dead Tariff is already compliant and is ~~would be~~ cheaper than or as cheap as Relevant Cheapest Evergreen Tariff

22D.3 This paragraph applies where the Dead Tariff:

- (a) already fully complies with the requirements of standard condition 22A;
and
- (b) ~~is would be~~ cheaper than or as cheap as the licensee’s Relevant Cheapest Evergreen Tariff for the particular Domestic Customer.

22D.4 – 22D.6 (Not used)

~~Dead Tariff could be changed to become compliant and would be cheaper than or as cheap as Relevant Cheapest Evergreen Tariff~~

~~22D.4 This paragraph applies where:~~

- ~~(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;~~
- ~~(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:
 - ~~(i) any changes to the terms and conditions are the minimum necessary to achieve full compliance; and~~
 - ~~(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~~~~
- ~~(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~~
- ~~(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.~~

~~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:~~

- ~~(a) 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 the manner described in sub-paragraph 22D.4(b);~~

- ~~(b) ensure that, by changing the terms and conditions of the Evergreen Supply Contract (or, as the case may be, Deemed Contract) in respect of the Dead Tariff to fully comply with the requirements of standard condition 22A, the Dead Tariff remains a single Tariff and is not subdivided into two or more Tariffs;~~
- ~~(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:~~
 - ~~(i) without prejudice to SLC 22D Exempt Information, does not include any other information and is not to be provided in conjunction with any other information, including (but not limited to) a Bill, statement of account, Annual Statement or marketing material;~~
 - ~~(ii) contains a prominent title which clearly highlights that the Notice relates to changes to the Domestic Customer's Dead Tariff;~~
 - ~~(iii) sets out the changes to terms and conditions of the Evergreen Supply Contract (or, as the case may be, Deemed Contract) in respect of the Dead Tariff which are taking place in a manner which compares the changes with the terms and conditions which currently apply in respect of the Dead Tariff (showing any Charges for the Supply of Gas and any other charges inclusive of value added tax at the applicable rate);~~
 - ~~(iv) sets out the main reasons for why the 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 are taking place;~~
 - ~~(v) 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";~~
 - ~~(vi) sets out the date the 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 are due to take effect;~~
 - ~~(vii) informs the Domestic Customer that he may end the Domestic Supply Contract if the 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 are unacceptable to him by changing his Gas Supplier or entering into a new contract with his Gas Supplier;~~
 - ~~(viii) informs the Domestic Customer where he may obtain impartial advice and information about changing his Gas Supplier;~~
 - ~~(ix) informs the Domestic Customer that where he has any Outstanding Charges, his Gas Supplier may be able to prevent a Proposed Supply Transfer;~~

- ~~(x) explains the effect of paragraphs 22D.12 to 22D.15 in terms of how the Domestic Customer may be able to take steps to avoid the 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 (including by indicating that the Domestic Customer would need to enter into a new contract with either his Gas Supplier or another Gas Supplier as soon as possible to facilitate this process);~~
- ~~(xi) (not used);~~
- ~~(xii) where the licensee is increasing the Charges for the Supply of Gas 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), must provide the Domestic Customer with the following information:~~
- ~~(1) their Estimated Annual Costs using their current Charges for the Supply of Gas;~~
 - ~~(2) their Estimated Annual Costs using the new Charges for the Supply of Gas; and~~
 - ~~(3) the amount in pounds sterling of the difference between (1) and (2);~~
- ~~(xiii) informs the Domestic Customer of the following information:~~
- ~~(1) the Exact Tariff Name for the Tariff that applies to the Domestic Customer; and~~
 - ~~(2) the Exact Payment Method that applies to the Domestic Customer;~~
- ~~(xiv) must inform the Domestic Customer of:~~
- ~~(1) the Exact Tariff Name of their Relevant Cheapest Tariff and their Estimated Annual Savings; and~~
 - ~~(2) the Exact Tariff Name of their Alternative Cheapest Tariff and their Estimated Annual Savings; and~~
- ~~(xv) where the licensee is increasing the Charges for the Supply of Gas of 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), 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 estimated annual consumption;~~
- ~~(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;~~

~~(xvii) in close proximity to the information required by sub-paragraph 22D.5(c)(iii), must include a statement to the effect that value added tax (at the applicable rate) is included in any Charges for the Supply of Gas 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;~~

~~(xviii) contains, in a separate part of the Notice, the Principal Terms of:~~

- ~~(1) the Evergreen Supply Contract (or, as the case may be, Deemed Contract) in respect of the original Dead Tariff; and~~
- ~~(2) the Evergreen Supply Contract (or, as the case may be, Deemed Contract) for the Dead Tariff (in respect of the Dead Tariff that would apply after the changes are due to be made).~~

~~Requirements to ensure Domestic Customers become subject to the Relevant Cheapest Evergreen Tariff~~

~~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.~~

Annual reassessment of Dead Tariffs

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 in every twelve month period 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 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 as soon as is reasonably practicable following the reassessment under paragraph 22D.7 on or before the Completion Date.

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 provided with given a Notice stating that they are due to become subject to the licensee's Relevant Cheapest Evergreen Tariff which:

- (aa) is 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 change in Tariff, leaving reasonable time for that Domestic Customer to avoid that change before it takes effect;
- (a) complies with any direction issued pursuant to paragraph 22D.18;
- (b) contains a prominent title which clearly highlights that the Notice relates to ensuring that the Domestic Customer will become subject to the licensee's Relevant Cheapest Evergreen Tariff, and where applicable, that the licensee is changing the terms and conditions of the Dead Tariff;
- (c) sets out the date the Domestic Customer is due to become subject to the licensee's Relevant Cheapest Evergreen Tariff;
- (d) (Not used)

~~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";~~
- (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:
 - (i) the changes to terms and conditions of the Evergreen Supply Contract (or, as the case may be, Deemed Contract) in respect of the Dead Tariff which are taking place in a manner which compares the changes with the terms and conditions which currently apply in respect of the Dead Tariff (showing any Charges for the Supply of

Gas and any other charges inclusive of value added tax at the applicable rate);

- (ii) the main reasons for why the 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 are taking place;
- (iii) a statement to the effect that the Domestic Customer may end the Domestic Supply Contract if the 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 are unacceptable to them ~~him~~ by changing their ~~his~~ Gas Supplier or entering into a new contract with their ~~his~~ Gas Supplier;
- (iv) (Not used)

~~where the licensee is increasing the Charges for the Supply of Gas 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:~~

~~(1) Domestic Customer's Estimated Annual Costs using their current Charges for the Supply of Gas;~~

~~(2) Domestic Customer's Estimated Annual Costs using the new Charges for the Supply of Gas; and~~

~~(3) amount in pounds sterling of the difference between (1) and (2);~~

- (v) where the licensee is increasing the Charges for the Supply of Gas of 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 Domestic Customer's Annual Consumption Details displayed in kilowatt hours under a title which clearly highlights that the information relates to the Domestic Customer's estimated annual consumption; and

- (vi) (Not used)

~~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 Notice 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;~~

- (vii) in close proximity to the information required by sub-paragraph 22D.9(e)(i), must include a statement to the effect that value added tax (at the applicable rate) is included in any Charges for the Supply of Gas 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;
- (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:
- (i) a statement to the effect that the licensee is terminating the Evergreen Supply Contract that is subject to the Dead Tariff so that the Domestic Customer will become subject to the licensee's Relevant Cheapest Evergreen Tariff;
 - (ii) the date the Evergreen Supply Contract that is subject to the Dead Tariff is due to be terminated;
 - (iii) a statement to the effect that if the Domestic Customer does not change supplier or agree a new Domestic Supply Contract, they will 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);
 - (iv) contains a statement to the effect that the Domestic Customer may be able to avoid becoming subject to 22D Relevant Cheapest Evergreen Tariff on the basis of a Deemed Contract (in the event that the Domestic Customer continued to consume gas) by changing their ~~his~~ Gas Supplier or entering into a new contract with their ~~his~~ Gas Supplier; and
 - ~~(v) the Exact Tariff Name of the Domestic Customer's Relevant Cheapest Tariff and their Estimated Annual Savings; and~~
 - ~~(vi) the Exact Tariff Name of the Domestic Customer's Alternative Cheapest Tariff and their Estimated Annual Savings; and~~
 - (g) informs the Domestic Customer where they ~~he~~ may obtain impartial advice and information about changing their ~~his~~ Gas Supplier;
 - (h) informs the Domestic Customer that where they ~~have~~ ~~he~~ ~~has~~ any Outstanding Charges, their ~~his~~ Gas Supplier may be able to prevent a Proposed Supply Transfer;
 - (i) explains the effect of paragraphs 22D.12 to 22D.15 in terms of how the Domestic Customer may be able to take steps to avoid becoming subject to the licensee's Relevant Cheapest Evergreen Tariff (including by indicating

that the Domestic Customer would need to enter into a new contract with either their ~~his~~ Gas Supplier or another Gas Supplier as soon as possible to facilitate this process);

- (j) (not used);
- (k) contains, in a separate part of the Notice, the Principal Terms of the:
 - (i) Evergreen Supply Contract (or, as the case may be Deemed Contract) that is subject to the Dead Tariff; and
 - (ii) Evergreen Supply Contract (or, as the case may be Deemed Contract) for the Relevant Cheapest Evergreen Tariff; and
- (l) contains the SLC 22D Supplier and Customer Information.

Exception for notification requirements

22D.10 Paragraph 22D.9 does not apply where, in order to ensure that the Domestic Customer is no longer subject to a Dead Tariff, the licensee has:

- (a) entered into a new Domestic Supply Contract with a Domestic Customer;
or
- (b) has agreed a mutual variation with a Domestic Customer (in accordance with standard condition 23A).

Requirements for Deemed Contracts

22D.11 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), the licensee must ensure that the terms and conditions of the Deemed Contract are the same as the Evergreen Supply Contract for the Relevant Cheapest Evergreen Tariff (excluding any terms and conditions of the Deemed Contract (other than the Charges for the Supply of Gas) which are different because of an express prohibition or express requirement contained in a standard licence condition).

Continuation of Dead Tariffs for interim period

22D.12 Where paragraph 22D.13 applies, the licensee must ensure that a Domestic Customer will continue to be subject to the same Charges for the Supply of Gas and the same terms and conditions that applied to the Dead Tariff until they have changed their supplier.

22D.13 This paragraph applies where one of the following conditions is satisfied:

- (a) no later than 20 Working Days after (but not including) the date on which the Dead Tariff is due to terminate or be changed in order for the

Domestic Customer to become subject to the licensee's Relevant Cheapest Evergreen Tariff, the licensee receives Notice under the Network Code by way of the Relevant Gas Shipper that another Gas Supplier will begin to supply the Domestic Customer's Domestic Premises within a reasonable period of time; and

(b) another Gas Supplier begins to supply the Domestic Customer's Domestic Premises within a reasonable period of time after the date on which the Notice referred to in sub-paragraph 22D.13(a) is given; or

(c) where:

(i) the conditions in sub-paragraphs 22D.13(a) and (b) are met; and

(ii) the Domestic Customer has paid any Outstanding Charges within 30 Working Days after the Domestic Customer receives Notice that the licensee intends to prevent the Domestic Customer's Proposed Supplier Transfer.

22D.14 Where paragraph 22D.15 applies, the licensee must ensure that a Domestic Customer will continue to be subject to the same Charges for the Supply of Gas and the same terms and conditions that applied to the Dead Tariff until a new Domestic Supply Contract with the licensee comes into effect.

22D.15 This paragraph applies where a new Domestic Supply Contract comes into effect no later than 20 Working Days after (but not including) the date on which the Domestic Evergreen Supply Contract (or, as the case may be Deemed Contract) that was subject to the Dead Tariff was to terminate or be changed in order for the Domestic Customer to become subject to the licensee's Relevant Cheapest Evergreen Tariff.

Terms of Domestic Supply Contracts

22D.16 The licensee must ensure that the terms and conditions of each Evergreen Supply Contract for a Dead Tariff comply with the provisions of standard condition 22D.

22D.16A The licensee must ensure that each Evergreen Supply Contract for a Dead Tariff contains terms and conditions which reflect the effect of:

(a) (Not used) ~~sub-paragraph 22D.5(e)(iii) and 22D.5(e)(vii);~~

(b) sub-paragraphs 22D.9(e)(i) and 22D.9(e)(iii);

(c) sub-paragraphs 22D.9(f)(i), 22D.9(f)(iii) and 22D.9(f)(iv);

(d) paragraph 22D.12;

(e) paragraph 22D.13;

- (f) paragraph 22D.14;
- (g) paragraph 22D.15;
- (h) any other requirement of standard condition 22D which could reasonably be considered as:
 - (i) giving a particular Domestic Customer a right to receive or do something in any circumstances;
 - (ii) giving a particular Domestic Customer a right to avoid being subject to something in any circumstances; and
 - (iii) providing for a specific form of protection for a particular Domestic Customer in any circumstances; and
- (i) any provisions of standard condition 22D specified in directions, which following consultation, the Authority may issue and may from time to time revise (following further consultation).

22D.17 The licensee must not enforce or take advantage of any term of a Domestic Supply Contract if:

- (a) the inclusion of that term is incompatible with standard condition 22D; or
- (b) the enforcement or the taking advantage of that term would be so incompatible.

Power to direct restrictions on information included on or with a Notice issued pursuant to paragraph 22D.9

22D.18 Subject to paragraph 22D.19, the licensee must comply with any directions relating to SLC 22D Information Restrictions which, following consultation, the Authority may issue and may from time to time revise (following further consultation).

22D.19 Unless the licensee otherwise consents, a direction under paragraph 22D.18 will only take effect after the Authority has given the licensee at least two months Notice.

Guidance

22D.20 The licensee must have regard to any guidance on standard condition 22D (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).

Exception to compliance with condition

22D.21 The licensee is not required to comply with standard condition 22D to such extent and subject to such conditions as the Authority may from time to time direct.

Definitions for condition

22D.22 For the purposes of this condition:

“Annual Assessment Period” means within the period:

- ~~(a) commencing 30 days before (but not including) the date the licensee is required to provide the particular Domestic Customer with an Annual Statement pursuant to standard condition 31A; and~~
- ~~(b) ending 150 days after (and commencing with) the date the licensee is required to provide the particular Domestic Customer with an Annual Statement pursuant to standard condition 31A.~~

“Completion Date” means the date which is no later than 150 days after (and commencing with) the date the licensee is required to provide the particular Domestic Customer with an Annual Statement pursuant to standard condition 31A.

“Dead Tariffs Window” means the period:

- ~~(a) commencing with the date paragraph 22D.1 takes effect; and~~
- ~~(b) ending on 30 June 2014.~~

"SLC 22D Exempt Information" means:

- (a) SLC 22D Supplier and Customer Information;
- (b) (not used); and
- (c) the information required by standard condition 31E.

“SLC 22D Information Restrictions” means any or all of the following requirements:

- (a) that the Notice issued pursuant to paragraph 22D.9 only contains information which is specified by the Authority; and/or
- (b) that the Notice issued pursuant to paragraph 22D.9 is not to be provided in conjunction with any other information, including (but not limited to) a Bill, statement of account, ~~Annual Statement~~ or marketing material.

“SLC 22D Supplier and Customer Information” means:

- (a) the name of the licensee and its contact details;

- (b) the name and address of the Domestic Customer;
- (c) other information used for the purposes of identifying the Domestic Customer;
and
- (d) the date of the Notice.

Condition 23. Notification of Domestic Supply Contract terms

Notification of Principal Terms

- 23.1 Before it enters into a Domestic Supply Contract with a Domestic Customer (or, where applicable, before any mutual variation of a Domestic Supply Contract is agreed with a Domestic Customer pursuant to standard condition 23A), the licensee must take (and ensure that any Representative takes) all reasonable steps to communicate the Principal Terms of the Domestic Supply Contract (which in the case of a mutual variation must cover the Principal Terms that will apply as a result of that variation and any Principal Terms of the current Domestic Supply Contract that are not affected by the mutual variation) **to** that Domestic Customer and ensure that the Principal Terms are communicated (or, where they are provided in Writing, drafted) in plain and intelligible language.

Notification before Domestic Supply Contract ends

- 23.2 ~~Before 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 **provide** a Notice to the Domestic Customer:

~~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.~~

- (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;
- (b) that contains information which is sufficient to enable that Domestic Customer to understand:
- (i) the Principal Terms of the Deemed Contract that will apply after the Domestic Supply Contract ends if the Domestic Customer does not enter into a new Domestic Supply Contract; and
- (ii) when the change takes effect.

23.2A Paragraph 23.2 does not apply:

- (a) in any circumstances whereby a Domestic Customer becomes subject to the Relevant Cheapest Evergreen Tariff or a Relevant Fixed Term Default Tariff in accordance with standard condition 22C; and
- (b) in any circumstances where standard condition 22D applies.

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

- 23.3 If, in accordance with the terms of a Domestic Supply Contract with a Domestic Customer, the licensee:
- (a) increases the Charges for the Supply of Gas 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
 - (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 act give Notice of that increase in the Charges for the Supply of Gas or Disadvantageous Unilateral Variation to the Domestic Customer in accordance with standard condition 31I paragraph 23.4.~~

23.3A Paragraph 23.3(a) and paragraph 31I.1(b) of standard condition 31I does not apply where the licensee increases the Charges for the Supply of Gas 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) by:

- (a) a mutual variation made pursuant to standard condition 23A;
- (b) a unilateral variation made pursuant to standard condition 22D; or
- (c) any circumstances whereby a Domestic Customer becomes subject to the Relevant Cheapest Evergreen Tariff, or a Relevant Fixed Term Default Tariff or the duration of a Fixed Term Supply Contract is extended for a further fixed term period in accordance with standard condition 22C.

23.3B Paragraph 23.3(b) and paragraph 31I.1(a) of standard condition 31I does not apply:

- (a) in any circumstances whereby a Domestic Customer becomes subject to the Relevant Cheapest Evergreen Tariff, or a Relevant Fixed Term Default Tariff or the duration of a Fixed Term Supply Contract is extended for a further fixed term period in accordance with standard condition 22C; or
- (b) where the licensee is making a Disadvantageous Unilateral Variation by a unilateral variation made pursuant to standard condition 22D.

23.4 – 23.5 (Not used)

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

- ~~(a) must be given at least 30 days in advance of the date on which the increase in the Charges for the Supply of Gas or Disadvantageous Unilateral Variation has effect;~~
- ~~(b) without prejudice to an Electricity 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;~~
- ~~(c) without prejudice to the SLC 23 Exempt Information, and subject to paragraph 23.4A, must only include the information mentioned in sub-paragraphs 23.4(d) to 23.4(y);~~
- ~~(d) must contain a title which clearly highlights that the Notice relates to an increase in Charges for the Supply of Gas and/or Disadvantageous Unilateral Variation;~~
- ~~(e) must inform the Domestic Customer of each specific:

 - ~~(i) increase in the Charges for the Supply of Gas (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) which applies to each particular Domestic Customer; and/or~~
 - ~~(ii) Disadvantageous Unilateral Variation which applies to each particular Domestic Customer;~~~~
- ~~(f) where the licensee is increasing the Charges for the Supply of Gas (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 Gas and the new Charges for the Supply of Gas;~~
- ~~(g) where the licensee is increasing the Charges for the Supply of Gas 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:

 - ~~(i) their Estimated Annual Costs using their current Charges for the Supply of Gas;~~
 - ~~(ii) their Estimated Annual Costs using the new Charges for the Supply of Gas; and~~
 - ~~(iii) the amount in pounds sterling of the difference between (i) and (ii);~~~~
- ~~(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;~~

- ~~(i) must inform the Domestic Customer of the date the increase in the Charges for the Supply of Gas or Disadvantageous Unilateral Variation has effect;~~
- ~~(j) must inform the Domestic Customer of the main reasons for the increase in the Charges for the Supply of Gas and/or the Disadvantageous Unilateral Variation;~~
- ~~(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”;~~
- ~~(l) must inform the Domestic Customer that he may end the Domestic Supply Contract if the increase in the Charges for the Supply of Gas or Disadvantageous Unilateral Variation is unacceptable to him by changing his Gas Supplier or entering into a new contract with his Gas Supplier;~~
- ~~(a) must inform the Domestic Customer where he may obtain impartial advice and information about changing his Gas Supplier;~~
- ~~(b) must inform the Domestic Customer that where he has any Outstanding Charges, his Gas Supplier may be able to prevent a Proposed Supply Transfer;~~
- ~~(c) 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 Gas or Disadvantageous Unilateral Variation (including by indicating that the Domestic Customer would need to enter into a new contract with either his Gas Supplier or another Gas Supplier as soon as possible to facilitate this process);~~
- ~~(d) where the Domestic Supply Contract provides for a Termination Fee, must explain the effect of sub-paragraph 24.3(c) of standard condition 24;~~
- ~~(e) 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;~~
- ~~(f) must inform the Domestic Customer of the following information:

 - ~~(i) the Exact Tariff Name for the Tariff that applies to the Domestic Customer; and~~
 - ~~(ii) the Exact Payment Method that applies to the Domestic Customer;~~~~
- ~~(g) in close proximity to the information required by sub-paragraph 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 Gas 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;

- ~~(h) 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 Notice 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;~~
- ~~(i) subject to paragraphs 31E.1 to 31E.4 of standard condition 31E (Additional Rules for Relevant Cheapest Tariff and Alternative Cheapest Tariff information), must inform the Domestic Customer of:~~
 - ~~(i) their Estimated Annual Costs (unless their Estimated Annual Costs is already being provided pursuant to sub-paragraph 23.4(g));~~
 - ~~(ii) the Exact Tariff Name of their Relevant Cheapest Tariff and their Estimated Annual Savings; and~~
 - ~~(iii) the Exact Tariff Name of their Alternative Cheapest Tariff and their Estimated Annual Savings; and~~
- ~~(j) (not used);~~
- ~~(k) may inform the Domestic Customer where he may obtain impartial advice and information on energy efficiency;~~
- ~~(l) 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~~
- ~~(m) 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).~~

Dual Fuel Accounts

23.4A. Where the Domestic Customer is subject to a Dual Fuel Account, the licensee must ensure that a Combined SLC 23 Notice is given to the Domestic Customer.

Charges to be displayed inclusive of value added tax

~~23.4B Where, as part of a SLC 23 Notice or a Combined SLC 23 Notice, the licensee displays the Charges for the Supply of Gas or any other charges, those charges must be displayed inclusive of value added tax at the applicable rate.~~

~~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.~~

~~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~~

~~(b) 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.~~

Circumstances where increases to Charges for the Supply of Gas or Disadvantageous Unilateral Variations are ineffective or unenforceable

23.6 The licensee must treat the increase in the Charges for the Supply of Gas and/or the Disadvantageous Unilateral Variation as ineffective and neither enforce nor take advantage of it where –

(a) no later than 20 Working Days after (but not including) the date on which the increase in the Charges for the Supply of Gas and/or Disadvantageous Unilateral Variation has effect, the licensee received Notice under the Network Code by way of the Relevant Gas Shipper that another Gas Supplier will begin to supply the Domestic Customer's Domestic Premises within a reasonable period of time and

(b) another Gas Supplier begins to supply the Domestic Customer's Domestic Premises within a reasonable period of time after the date on which the Notice referred to in sub-paragraph 23.6(a) is given; or

(c) where:

(i) the conditions in sub-paragraphs 23.6(a) and (b) are met; and

(ii) the Domestic Customer has paid any Outstanding Charges within 30 Working Days after the Domestic Customer receives Notice that the licensee intends to prevent the Domestic Customer's Proposed Supplier Transfer; or

(d) where the Domestic Customer enters into a new Domestic Supply Contract with the licensee which comes into effect no later than 20 Working Days

after (but not including) the date on which the increase in the Charges for the Supply of Gas and/or Disadvantageous Unilateral Variation has effect.

Exceptions to compliance with condition

23.7 The licensee is not required to comply with paragraph 23.3 to such extent as the Authority may direct.

23.8 In respect of an increase in Charges for the Supply of Gas, the licensee is not required to comply with paragraph 23.3 or paragraph 31I.1(b) of standard condition 31I if:

(a) all of the following requirements are satisfied:

(i) the Domestic Supply Contract is a Fixed Term Supply Contract;
and

(ii) the Domestic Supply Contract provides that variations to the Charges for the Supply of Gas will occur automatically only in a manner which is fully linked to fluctuations in a published and transparent stock exchange quotation or index or a financial market rate that the licensee does not control; and

(iii) the licensee has complied with paragraph 23.1; and

(iv) the method by which the Charges for the Supply of Gas fluctuate automatically is set out in the Domestic Supply Contract in a prominent position and in plain and intelligible language; or

(b) all of the following requirements are satisfied:

(i) the Domestic Supply Contract is a Fixed Term Supply Contract; and

(ii) the Domestic Supply Contract expressly sets out in advance the precise variation or variations to the Charges for the Supply of Gas which are scheduled to occur automatically by a precise amount (or precise amounts) and on a precise date (or precise dates) which is not subject to the licensee's discretion; and

(iii) the licensee has complied with paragraph 23.1; and

(iv) the precise variations to the Charges for the Supply of Gas are set out in the Domestic Supply Contract in a prominent position and in plain and intelligible language.

23.8A The licensee is not required to comply with paragraph 23.3 or paragraph 31I.1(a) and 31I.1(b) of standard condition 31I if all of the following requirements are satisfied:

- (a) the licensee is only increasing the Charges for the Supply of Gas and/or making Disadvantageous Unilateral Variations in order to move a Domestic Customer from one payment method to another ('the power to change payment methods');
- (b) the power to change payment methods is only exercised on the grounds that the Domestic Customer has Outstanding Charges and/or has failed to comply with terms and conditions relating to a payment method;
- (c) the power to change payment methods and the precise circumstances when that power will be exercised are set out in the Domestic Supply Contract in a prominent position and in plain and intelligible language;
- (d) the Domestic Supply Contract sets out, in a prominent position and in plain and intelligible language, the precise variations to the Charges for the Supply of Gas and other terms and conditions which would occur as a result of the licensee exercising the power to change payment methods; and
- (e) the licensee has complied with paragraph 23.1; and
- (f) Before the licensee exercises the power to change payment methods it must provide the Domestic Customer with a Notice containing the following information at least 7 Working Days in advance of the date the change to the Domestic Customer's payment method is scheduled to take effect:
 - (i) details of the specific:
 - (1) increase in the Charges for the Supply of Gas (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) which applies to each particular Domestic Customer; and/or
 - (2) Disadvantageous Unilateral Variation which applies to each particular Domestic Customer;
 - (ii) the date the increase in the Charges for the Supply of Gas or Disadvantageous Unilateral Variation has effect; and
 - (iii) the main reasons for the increase in the Charges for the Supply of Gas and/or the Disadvantageous Unilateral Variation.

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 licensee must provide the Domestic Customer with a Notice in accordance with standard condition 31I, and this must be provided at least 7 Working Days in advance of the date on which the increase in the Charges for the Supply of Gas and/or Disadvantageous Unilateral Variation has effect. reference to “30 days” in sub-paragraph 23.4(a) is to be read as a reference to “7 Working Days”.

Terms of Domestic Supply Contracts

23.9 The licensee must ensure that the terms and conditions of each Domestic Supply Contract comply with the provisions of standard conditions 23 and 31I.

23.9A The licensee must ensure that the terms and conditions of each Domestic Supply Contract contains terms and conditions which reflect the effect of:

- (a) paragraphs 31I.1(a) and 31I.1(b) of standard condition 31I paragraph 23.3;
- (b) (Not used) sub-paragraph 23.4(a);
- (c) (Not used) sub-paragraph 23.4(e);
- (d) paragraph 31I.4(a) of standard condition 31I sub-paragraph 23.4(l);
- (e) paragraph 23.6;
- (f) any other requirement of standard condition 23 or any requirement relevant to an increase in Charges for the Supply of Gas or Disadvantageous Unilateral Variation set out in standard condition 31I which could reasonably be considered as:
 - (i) giving a particular Domestic Customer a right to receive or do something in any circumstances (including how much notice a Domestic Customer will receive before any increase in Charges for the Supply of Gas and/or Disadvantageous Unilateral Variation comes into effect);
 - (ii) giving a particular Domestic Customer a right to avoid being subject to something in any circumstances; and
 - (iii) providing for a specific form of protection for a particular Domestic Customer in any circumstances; and
- (g) any provisions of standard condition 23 specified in directions, which following consultation, the Authority may issue and may from time to time revise (following further consultation).

23.10 The licensee must not enforce or take advantage of any term of a Domestic Supply Contract if:

(a) the inclusion of that term is incompatible with standard conditions 23 or 31I; or

(b) the enforcement or the taking advantage of that term would be so incompatible.

Prescriptive format requirements

23.11 ~~(Not used) 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.~~

Guidance

23.12 The licensee must have regard to any guidance on the interpretation of standard condition 23 (including in respect of definitions which appear in standard condition 1) Relevant Matters for SLC 23 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).

Definitions for condition

23.13 In this condition:

“Combined SLC 23 Notice” means a Notice which contains the information required by both:

paragraphs 23.3, 4, 5 and 5A of this condition; and

paragraphs 23.3, 4, 5 and 5A of standard condition 23 of the Electricity Supply Licence.

~~“Concise Guidance” is to be interpreted in accordance with standard condition 31.~~

~~“Energy Consumer Guidance” is to be interpreted in accordance with standard condition 31.~~

~~“Energy Literacy Information” means any information designed to assist Domestic Customers with their understanding of the gas and electricity sectors, displayed in a format and manner as may be specified by the Authority.~~

~~“SLC 23 Exempt Information” means:~~

~~(a) SLC 23 Supplier and Customer Information;~~

~~(b) (not used); and~~

~~(e) the information required by standard condition 31E.~~

“Relevant Matters for SLC 23” means:

~~(a) the format and/or display of any information which must be included in a SLC 23 Notice;~~

~~(b) the methodology by which any calculations in relation to any information which must be included in a SLC 23 Notice must be carried out by the licensee (including, but not limited to, any calculations relating to the gas consumption of a Domestic Customer and the monthly and annual costs of a Domestic Customer); and~~

~~(c) the interpretation of standard condition 23 (including in respect of definitions which appear in standard condition 1).~~

“Electricity SLC 23 Notice” means a Notice referred to in paragraphs 23.3 and 23.4 of standard condition 23 of the Electricity Supply Licence.

~~“SLC 23 Notice” means a Notice referred to in paragraphs 23.3 and 23.4 of this condition.~~

“SLC 23 Supplier and Customer Information” means:

~~(a) the name of the licensee and its contact details;~~

~~(b) the name and address of the Domestic Customer;~~

~~(c) other information used for the purposes of identifying Domestic Customer;
and~~

~~(d) the date of the SLC 23 Notice.~~

Schedule 1 to standard condition 23: increased prices for single fuel – including Time of Use Rates

Part 1

S1.1 This paragraph applies to any Tariff, including a Tariff which has Time of Use Rates, except where paragraph S2.1 of Schedule 2 applies in respect of Dual Fuel Accounts.

S1.2 Where paragraph S1.1 applies, the licensee must ensure that the information for the purposes of sub-paragraph 23.4(f) of standard condition 23 is displayed in a format that is fully consistent with the template picture below and, subject to the requirements of Part 2 of Schedule 1 to standard condition 23, contains all of the information that appears in that template picture:

	Current prices until [Entry 1]	New prices from [Entry 2]
Gas	Standing Charge (per day)	[Entry 3]p
	[Entry 5] (per kWh)	[Entry 6]p
[Entry 8]		[Entry 7]p

Part 2

S1.3 In respect of each Tariff to which paragraph S1.1 applies, the licensee must ensure that the contents of the template picture shown in paragraph S1.2 are populated in accordance with paragraphs S1.4 to S1.11.

S1.4 The licensee must replace “[Entry 1]” with text setting out the date (in the format of day, month, year) immediately before the date its new Standing Charge and/or Unit Rate(s) has effect.

S1.5 The licensee must replace “[Entry 2]” with text setting out the date (in the format of day, month, year) on which its new Standing Charge and/or Unit Rate(s) has effect.

S1.6 The licensee must replace “[Entry 3]” with text setting out the amount of the Standing Charge (in pence) which applied to the Tariff immediately before the date its new Standing Charge and/or Unit Rate(s) has effect.

S1.7 The licensee must replace “[Entry 4]” with text setting out the amount of the Standing Charge (in pence) which applies to the Tariff on the date its new Standing Charge and/or Unit Rate(s) has effect.

S1.8 Where the Tariff does not have Time of Use Rates, the licensee must replace “[Entry 5]” with the exact text “Unit Rate”. Where the Tariff has Time of Use Rates, the licensee must replace “[Entry 5]” with the exact text “Unit Rate” followed by text setting out the first Time Period which applies to the Tariff.

S1.9 Where the Tariff does not have Time of Use Rates, the licensee must replace “[Entry 6]” with text setting out the amount of the Unit Rate (in pence) which applied

~~to the Tariff immediately before the date on which its new Standing Charge and/or Unit Rate(s) has effect. Where the Tariff has Time of Use Rates, the licensee must replace “[Entry 6]” with text setting out the amount of the Unit Rate (in pence) which applied to the Tariff in respect of the first Time Period immediately before the date on which its new Standing Charge and/or Unit Rate(s) has effect.~~

~~S1.10 Where the gas Tariff does not have Time of Use Rates, the licensee must replace “[Entry 7]” with text setting out the amount of the Unit Rate (in pence) which applies to the Tariff on the date its new Standing Charge and/or Unit Rate(s) has effect.~~

~~Where the Tariff has Time of Use Rates, the licensee must replace “[Entry 7]” with text setting out the amount of the Unit Rate (in pence) which applies to the Tariff in respect of the first Time Period on the date its new Standing Charge and/or Unit Rate(s) has effect.~~

~~S1.11 Where the Tariff has Time of Use Rates, the licensee must:~~

~~(a) add one additional row to the template shown in paragraph S1.2 (in the position immediately below the row containing “[Entry 7]”, with text replicating the row containing “[Entry 7]”) for each additional Unit Rate which applies to the Tariff;~~

~~(b) populate “[Entry 5]”, “[Entry 6]” and “[Entry 7]” in each new row which is inserted in accordance with sub-paragraph S1.11(a) in respect of each Unit Rate which applies to each additional Time Period; and~~

~~(c) when populating “[Entry 5]”, “[Entry 6]” and “[Entry 7]” for each additional row which is inserted in accordance with sub-paragraph S1.11(b), comply with the requirements of paragraphs S1.8 to S1.10 in respect of each additional row by reading those requirements as if the words “the first” are replaced with a sequential numerical reference to each additional Time Period which applies.~~

~~S1.12 The licensee must replace “[Entry 8]” with text setting out a statement to the effect that value added tax (at the applicable rate) is included in any Charges for the Supply of Gas 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.~~

~~Schedule 2 to standard condition 23: increased prices for Dual Fuel Account, including Time of Use Rates~~

~~Part 1~~

~~S2.1 This paragraph applies to any Tariff which relates to a Dual Fuel Account, including a Tariff which has Time of Use Rates for both gas and electricity or for just gas or electricity.~~

S2.2—Where paragraph S2.1 applies, the licensee must ensure that the information for the purposes of sub-paragraph 23.4(f) of standard condition 23 is displayed in a format that is fully consistent with the template picture below and, subject to the requirements of Part 2 of Schedule 4 to standard condition 23 of both the Gas Supply Licence and the Electricity Supply Licence, contains all of the information that appears in that template picture:

		Current prices until [Entry 1]	New prices from [Entry 2]
Electricity	Standing Charge (per day)	[Entry 3]p	[Entry 4]p
	[Entry 5] (per kWh)	[Entry 6]p	[Entry 7]p
Gas	Standing Charge (per day)	[Entry 8]p	[Entry 9]p
	[Entry 10] (per kWh)	[Entry 11]p	[Entry 12]p
	[Entry 13]		

Part 2

S2.3—In respect of each Tariff to which paragraph S2.1 applies, the licensee must ensure that the contents of the template picture shown in paragraph S2.2 are populated in accordance with paragraphs S2.4 to S2.18.

S2.4—The licensee must replace “[Entry 1]” with text setting out the date (in the format of day, month, year) immediately before the date its new Standing Charge(s) and/or Unit Rate(s) has effect.

S2.5—The licensee must replace “[Entry 2]” with text setting out the date (in the format of day, month, year) on which its new Standing Charge(s) and/or Unit Rate(s) has effect.

Electricity

S2.6—The licensee must replace “[Entry 3]” with text setting out the amount of the Standing Charge (in pence) which applied to the electricity Tariff immediately before the date its new Standing Charge(s) and/or Unit Rate(s) has effect.

S2.7—The licensee must replace “[Entry 4]” with text setting out the amount of the Standing Charge (in pence) which applies to the electricity Tariff on the date its new Standing Charge(s) and/or Unit Rate(s) has effect.

S2.8—Where the electricity Tariff does not have Time of Use Rates, the licensee must replace “[Entry 5]” with the exact text “Unit Rate”. Where the electricity Tariff has Time of Use Rates, the licensee must replace “[Entry 5]” with the exact text “Unit Rate” followed by text setting out the first Time Period which applies to the electricity Tariff.

S2.9—Where the electricity Tariff does not have Time of Use Rates, the licensee must replace “[Entry 6]” with text setting out the amount of the Unit Rate (in pence) which applied to the electricity Tariff immediately before the date on which its new Standing Charge(s) and/or Unit Rate(s) has effect. Where the electricity Tariff has Time of Use Rates, the licensee must replace “[Entry 6]” with text setting out the amount of the Unit Rate (in pence) which applied to

~~the electricity Tariff in respect of the first Time Period immediately before the date on which its new Standing Charge(s) and/or Unit Rate(s) has effect.~~

~~S2.10 Where the electricity Tariff does not have Time of Use Rates, the licensee must replace “[Entry 7]” with text setting out the amount of the Unit Rate (in pence) which applies to the electricity Tariff on the date its new Standing Charge(s) and/or Unit Rate(s) has effect. Where the electricity Tariff has Time of Use Rates, the licensee must replace “[Entry 7]” with text setting out the amount of the Unit Rate (in pence) which applies to the electricity Tariff in respect of the first Time Period on the date its new Standing Charge(s) and/or Unit Rate(s) has effect.~~

~~S2.11 Where the electricity Tariff has Time of Use Rates, the licensee must:~~

- ~~(a) add one additional row to the template shown in paragraph S2.2 (in the position immediately below the row containing “[Entry 7]” with text replicating the row containing “[Entry 7]”) for each additional Unit Rate which applies to the electricity Tariff;~~
- ~~(b) populate “[Entry 5]”, “[Entry 6]” and “[Entry 7]” in each new row inserted in accordance with sub-paragraph S2.11(a) in respect of each Unit Rate which applies to each additional Time Period; and~~
- ~~(c) when populating “[Entry 5]”, “[Entry 6]” and “[Entry 7]” for each additional row in accordance with sub-paragraph S2.11(b), comply with the requirements of paragraphs S2.8 to S2.10 in respect of each additional row inserted by reading those requirements as if the words “the first” are replaced with a sequential numerical reference to each additional Time Period which applies.~~

Gas

~~S2.12 The licensee must replace “[Entry 8]” with text setting out the amount of the Standing Charge which applied to the gas Tariff immediately before the date its new Standing Charge(s) and/or Unit Rate(s) has effect.~~

~~S2.13 The licensee must replace “[Entry 9]” with text setting out the amount of the Standing Charge (in pence) which applies to the gas Tariff on the date its new Standing Charge(s) and/or Unit Rate(s) has effect.~~

~~S2.14 Where the gas Tariff has Time of Use Rates, the licensee must replace “[Entry 10]” with the exact text “Unit Rate” followed by text (setting out the first each Time Period which applies to the gas Tariff. Where the gas Tariff does not have Time of Use Rates, the licensee must replace “[Entry 10]” with the exact text “Unit Rate”.~~

~~S2.15 Where the gas Tariff does not have Time of Use Rates, the licensee must replace “[Entry 11]” with text setting out the amount of the Unit Rate (in pence) which applied to the gas Tariff immediately before the date on which its new Standing Charge(s) and/or Unit Rate(s) has effect. Where the gas Tariff has Time of Use Rates, the licensee must replace “[Entry 11]” with text~~

~~setting out the amount of the Unit Rate (in pence) which applied to the gas Tariff in respect of the first Time Period immediately before the date on which its new Standing Charge(s) and/or Unit Rate(s) has effect.~~

~~S2.16—Where the gas Tariff does not have Time of Use Rates, the licensee must replace “[Entry 12]” with text setting out the amount of the Unit Rate (in pence) which applies to the gas Tariff on the date its new Standing Charge(s) and/or Unit Rate(s) has effect. Where the gas Tariff has Time of Use Rates, the licensee must replace “[Entry 12]” with text setting out the amount of the Unit Rate (in pence) which applies to the gas Tariff in respect of the first Time Period on the date its new Standing Charge(s) and/or Unit Rate(s) has effect.~~

~~S2.17—Where the gas Tariff has Time of Use Rates, the licensee must:~~

- ~~(a) add one additional row to the template shown in paragraph S2.2 (in the position immediately below the row containing “[Entry 12]” with text replicating the row containing “[Entry 12]”) for each additional Unit Rate which applies to the gas Tariff;~~
- ~~(b) populate “[Entry 10]”, “[Entry 11]” and “[Entry 12]” in each new row inserted in accordance with sub-paragraph S2.17(a) in respect of each Unit Rate which applies to each additional Time Period; and~~
- ~~(c) when populating “[Entry 10]”, “[Entry 11]” and “[Entry 12]” for each additional row in accordance with sub-paragraph S2.17(b), comply with the requirements of paragraphs S2.14 to S2.16 in respect of each additional row inserted by reading those requirements as if the words “the first” are replaced with a sequential numerical reference to each additional Time Period which applies.~~

~~S2.18—The licensee must replace “[Entry 13]” with text setting out a statement to the effect that value added tax (at the applicable rate) is included in any Charges for the Supply of Gas 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;~~

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

Part 1

~~S3.1—This paragraph applies to any Tariff, except where paragraph S4.1 of Schedule 4 applies.~~

~~S3.2—Where paragraph S3.1 applies, the licensee must ensure that the information for the purposes of sub-paragraph 23.4(g) of standard condition 23 is displayed in a format that is fully consistent with the template picture below and, subject to the requirements of Part 2 of Schedule 3, contains all of the information that appears in that template picture:~~

	Current prices until [Entry 1]	New prices from [Entry 2]	Increase in cost
Your personal projection for the year [Entry 6]	£[Entry 3]	£[Entry 4]	£[Entry 5]

Part 2

- S3.3—~~In respect of each Tariff to which paragraph S3.1 applies, the licensee must ensure that the contents of the template picture shown in paragraph S3.2 are populated in accordance with paragraphs S3.4 to S3.9.~~
- S3.4—~~The licensee must replace “[Entry 1]” with text setting out the date (in the format of day, month, year) immediately before the date its new Standing Charge and/or Unit Rate has effect.~~
- S3.5—~~The licensee must replace “[Entry 2]” with text setting out the date (in the format of day, month, year) on which its new Standing Charge and/or Unit Rate has effect.~~
- S3.6—~~The licensee must replace “[Entry 3]” with text setting out the Estimated Annual Costs which applied to the Domestic Customer immediately before the date its new Standing Charge and/or Unit Rate has effect.~~
- S3.7—~~The licensee must replace “[Entry 4]” with text setting out the Estimated Annual Costs which apply to the Domestic Customer immediately after the date its new Standing Charge and/or Unit Rate has effect.~~
- S3.8—~~The licensee must replace “[Entry 5]” with text setting out the amount (in pounds sterling) produced by subtracting the amount set out at “[Entry 3]” from the amount set out at “[Entry 4]”.~~
- 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 Notice 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 1

- S4.1—~~This paragraph applies to a Dual Fuel Account in respect of any Tariff.~~
- S4.2—~~Where paragraph S4.1 applies, the licensee must ensure that the information for the purposes of sub-paragraph 23.4(g) of standard condition 23 is displayed in a format that is fully consistent with the template picture below and, subject to the requirements of Part 2 of Schedule 4 to standard condition~~

23 of both the Gas Supply Licence and the Electricity Supply Licence, contains all of the information that appears in that template picture:

		Current prices until [Entry 1]	New prices from [Entry 2]	Increase in cost
Your personal projection for the year [Entry 3]	Electricity	£[Entry 3]	£[Entry 4]	£[Entry 5]
	Gas	£[Entry 6]	£[Entry 7]	£[Entry 8]

Part 2

S4.3 In respect of each Tariff to which paragraph S4.1 applies, the licensee must ensure that the contents of the template picture shown in paragraph S4.2 are populated in accordance with paragraphs S4.4 to S4.12.

S4.4 The licensee must replace “[Entry 1]” with text setting out the date (in the format of day, month, year) immediately before the date its new Standing Charge and/or Unit Rate(s) has effect.

S4.5 The licensee must replace “[Entry 2]” with text setting out the date (in the format of day, month, year) on which its new Standing Charge and/or Unit Rate(s) has effect.

S4.6 The licensee must replace “[Entry 3]” with text setting out the Estimated Annual Costs in respect of electricity which applied to the Domestic Customer immediately before the date its new Standing Charge and/or Unit Rate(s) has effect.

S4.7 The licensee must replace “[Entry 4]” with text setting out the Estimated Annual Costs in respect of electricity which apply to the Domestic Customer immediately after the date its new Standing Charge and/or Unit Rate(s) has effect.

S4.8 The licensee must replace “[Entry 5]” with text setting out the amount (in pounds sterling) produced by subtracting the amount set out at “[Entry 3]” from the amount set out at “[Entry 4]”.

S4.9 The licensee must replace “[Entry 6]” with text setting out the Estimated Annual Costs in respect of gas which applied to the Domestic Customer immediately before the date its new Standing Charge and/or Unit Rate(s) has effect.

S4.10 The licensee must replace “[Entry 7]” with text setting out the Estimated Annual Costs in respect of gas which apply to the Domestic Customer immediately after the date its new Standing Charge and/or Unit Rate(s) has effect.

S4.11 The licensee must replace “[Entry 8]” with text setting out the amount (in pounds sterling) produced by subtracting the amount set out at “[Entry 6]” from the amount set out at “[Entry 7]”.

~~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 Notice 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 24. Termination of Domestic Supply Contracts [Extract]

Definitions for condition

24.17 For the purposes of this condition “**Switching Window**” means the period which begins when the Domestic Statement of Renewal Terms is provided to the Domestic Customer. 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.

Condition 25. Informed choices – Tariff comparability and marketing [Extract – title change only]

Conditions 31 to 31D – Not used ~~General information for Domestic Customers~~

~~Information about Citizens Advice consumer service~~

~~31.1—The licensee must inform each of its Domestic Customers:~~

~~(a)—that Citizens Advice consumer service can assist in providing information and advice to Domestic Customers; and~~

~~(b)—how to contact Citizens Advice and Citizens Advice Scotland;~~

~~by providing that information on or with each Bill or statement of account sent to each Domestic 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.~~

~~Information about efficient use of gas~~

~~31.2—The licensee must maintain:~~

~~(a)—information about the efficient use of gas to enable a Domestic Customer to make an informed judgment about measures to improve the efficiency with which he uses the gas supplied to his Domestic Premises; and~~

~~(b)—information about sources from which a Domestic Customer may obtain additional information or assistance about measures to improve the efficiency with which he uses the gas supplied to his Domestic Premises, including information:~~

~~(i)—that is publicly available about financial assistance towards the cost of the measures available from government; or~~

~~(ii)—that is available through bodies in receipt of financial assistance from government in connection with measures to promote the efficient use of energy.~~

~~31.3—The licensee must provide the information referred to in paragraph 31.2 to a Domestic Customer:~~

~~(a)—free of charge if he requests that information;~~

~~(b)—by operating a telephone information service that provides that information free of charge; and~~

~~(a)—by publishing that information on and making it readily accessible from its Website (if it has one).~~

Information about amount of gas supplied

31.4—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:

- (a) — an explanation of the basis on which the amount is calculated from the quantity of gas supplied; and
- (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.

Energy Consumer Guidance

31.5—Paragraphs 31.6 to 31.9 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.

31.6—The licensee must publish the latest version of the Energy Consumer Guidance and the Concise Guidance on its website within 28 days of the date on which that version is published by Citizens Advice or Citizens Advice Scotland.

31.7—The licensee must inform each of its Domestic Customers how the Energy Consumer Guidance and the Concise Guidance can be accessed by:

- (a) — providing each new Domestic Customer whose premises it supplies with gas under a Contract or a Deemed Contract with this information when the licensee first begins to supply gas to the Domestic Customer's premises or, in the case of a Deemed Contract, becomes aware that it is doing so;
- (b) — including this information in or with each Bill or statement of account sent to a Domestic 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
- (c) — providing this information to a Domestic Customer as soon as reasonably practicable after he requests it.

31.8—The licensee must provide a copy of the Concise Guidance to a Domestic Customer annually.

31.9—For the purposes of this condition:

“**Concise Guidance**” means the concise guidance published by Citizens Advice or Citizens Advice Scotland under section 19A of the Consumers, Estate Agents and Redress Act 2007.

~~“Energy Consumer Guidance” means the energy consumer guidance published by Citizens Advice or Citizens Advice Scotland under section 19A of the Consumers, Estate Agents and Redress Act 2007.~~

~~Condition 31A. Bills, statements of account and Annual Statements~~

~~Section A: Bills and statements of account~~

~~31A.1 The licensee must provide the information contained in paragraph 31A.2 and Schedules 1-2 to standard condition 31A 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:~~

- ~~(a) subject to paragraph 31A.3, a comparison of the Domestic Customer's gas consumption for the period covered by the Bill or statement of account, with the Domestic Customer's gas consumption for the corresponding period in the previous year (for the purposes of this condition, the "corresponding period");~~
- ~~(b) the Domestic Customer's Exact Tariff Name;~~
- ~~(c) the Domestic Customer's Annual Consumption Details;~~
- ~~(d) the Domestic Customer's Estimated Annual Costs;~~
- ~~(e) the Domestic Customer's:
 - ~~(i) Relevant Cheapest Tariff information and Estimated Annual Savings; and~~
 - ~~(ii) Alternative Cheapest Tariff information and Estimated Annual Savings;~~~~
- ~~(f) (not used);~~
- ~~(g) the following exact text: "Remember — it might be worth thinking about switching your tariff or supplier";~~
- ~~(h) the Exact Payment Method which applies to the Domestic Customer;~~
- ~~(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);~~
- ~~(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);~~
- ~~(k) the amount (in pounds sterling) of any Termination Fee, if applicable;~~

~~(1) a clearly visible, Optical Label containing each of the Relevant Data Items for Gas in such a manner that, when scanned with a Relevant Device (in conjunction with a separate software program or otherwise), the Relevant Data Items for Gas 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 or load any of the Relevant Data Items in accordance with this provision.~~

~~31A.3 The requirement in sub paragraph 31A.2(a) only applies if the licensee has been contracted to supply gas to the same Domestic Customer at the same Domestic Premises throughout the period:~~

- ~~(a) commencing with the start of the corresponding period; and~~
- ~~(b) ending with the end of the period to which the Bill or statement of account relates.~~

~~31A.3A The requirement in sub paragraph 31A.2(1) does not apply:~~

- ~~(a) to licensees who supply gas to fewer than 50,000 Domestic Customers or such other number as may from time to time be directed by the Authority;~~
- ~~(b) in respect of final Bills; or~~
- ~~(c) in respect of Bills or statements of account that include Charges for the Supply of Gas corresponding to more than one Meter Point Reference Number.~~

~~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 Gas in kilowatt hours;~~~~
- ~~(b) make it clear on the Bill or statement of account whether any estimates of the Domestic Customer's gas consumption have been used in producing the information.~~

~~Terms of Domestic Supply Contracts~~

~~31A.5 The licensee must ensure that the terms and conditions of each Domestic Supply Contract and Deemed Contract comply with the provisions of section A of standard condition 31A.~~

~~31A.5A The licensee must ensure that each Domestic Supply Contract and Deemed Contract contains terms and conditions which reflect the effect of:~~

- ~~(a) any requirement of section A of standard condition 31A which could reasonably be considered as:
 - ~~(i) giving a particular Domestic Customer a right to receive or do something in any circumstances;~~
 - ~~(ii) giving a particular Domestic Customer a right to avoid being subject to something in any circumstances; and~~
 - ~~(iii) providing for a specific form of protection for a particular Domestic Customer in any circumstances; and~~~~
- ~~(b) any provisions of section A of standard condition 31A specified in directions, which following consultation, the Authority may issue and may from time to time revise (following further consultation).~~

Prescriptive format requirements

~~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.~~

Exception to compliance with condition

~~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.~~

Guidance

~~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).~~

Definitions for section A of standard condition 31A

~~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 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 (including in respect of definitions which appear in standard condition 1).~~

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

~~S1.1—In order to comply with its obligations under paragraph 31A.2, the licensee must ensure that a “Could you pay less?” label is displayed in a box on the first page of every Bill or statement of account.~~

~~S1.2—The licensee must ensure that the “Could you pay less?” label:~~

~~(a) subject to S1.11 in respect of Dual Fuel Accounts, contains only the information required by S1.3 to S1.10; and~~

~~(b) presents the information in text of an equal size and prominence, which may not be smaller than ten points in size, using the desktop publishing system, except that headings or titles may be afforded more prominence whether by capital letters, underlining, larger or bold print or otherwise.~~

~~S1.3—The licensee must include a title with the exact text “Could you pay less?”.~~

~~S1.4—The licensee must include a statement informing the Domestic Customer of their Estimated Annual Costs.~~

~~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;~~

~~S1.6—The licensee must include a statement informing the Domestic Customer of:~~

~~(a) the Exact Tariff Name of the Tariff which is the Relevant Cheapest Tariff; and~~

~~(b) the Estimated Annual Savings for the Relevant Cheapest Tariff.~~

~~S1.7—The licensee must include a statement informing the Domestic Customer of:~~

~~(a) the Exact Tariff Name of the Tariff which is the Alternative Cheapest Tariff; and~~

~~(b) the Estimated Annual Savings for the Alternative Cheapest Tariff.~~

~~S1.8—The licensee must include any information required by paragraphs 31E.1 to 31E.4 of standard condition 31E.~~

~~S1.9—The licensee must include a switching reminder with the exact text: “Remember—it might be worth thinking about switching your tariff or supplier.”~~

~~S1.10—The licensee must include a statement to the effect that the Domestic Customer can access more information about their Tariff or Tariffs on the second page of their Bill or statement of account.~~

~~Dual Fuel Accounts~~

~~S1.11—Where the licensee supplies the Domestic Customer with electricity and gas under a Dual Fuel Account, the licensee must populate the “Could you pay less?” label with:~~

~~(a) the information required by paragraphs S1.3, S1.9 and S1.10 in respect of gas; and~~

~~(b) the information required by S1.4 to S1.8 in respect of both electricity and gas.~~

~~S1.12—Where S1.11 applies, the licensee must display information that is provided in respect of both electricity and gas separately, except that the licensee may choose to display:~~

~~(a) the statement of Estimated Annual Savings required by sub-paragraph S1.6(b) as an aggregated figure for both gas and electricity;~~

~~(b) the statement of Estimated Annual Savings required by sub-paragraph S1.7(b) as an aggregated figure for both gas and electricity.~~

Schedule 2 to standard condition 31A: the “About your tariff” label for Bills and statements of account

~~S2.1—In order to comply with its obligations under paragraph 31A.2, the licensee must ensure that an “About your tariff” label is displayed in a box on the second page of every Bill or statement of account.~~

~~S2.2—The licensee must ensure that the “About your tariff” label:~~

~~(a) subject to S2.13 in respect of Dual Fuel Accounts, contains only the information required by this S2.4 to S2.12; and~~

~~(b) presents the information in text of an equal size and prominence which may not be smaller than ten points in size, using the desktop publishing system, except that headings may be afforded more prominence whether by capital letters, underlining, larger or bold print or otherwise.~~

~~S2.3—The licensee must arrange the information which must be included pursuant to this Schedule 2 as a list which must be arranged vertically, in the same order in which the requirement for the information appears in this Schedule 2. Accordingly, the information required in S2.4 must appear above that required in S2.5 and so on.~~

~~S2.4—The licensee must include a title with the exact text “About your tariff”.~~

~~S2.5—The licensee must include a statement explaining that the “About your tariff” label presents the Domestic Customer with information about their current Tariff or Tariffs (where applicable), in order to help the Domestic Customer to compare their current Tariff or Tariffs with other available Tariffs.~~

~~S2.6—The licensee must include a statement setting out the Exact Tariff Name of the Domestic Customer’s current Tariff.~~

~~S2.7—The licensee must include a statement setting out the Exact Payment Method which applies to the Domestic Customer.~~

~~S2.8—The licensee must include:~~

~~(a) in the case of a Fixed Term Supply Contract which does not have a Staggered Charging Tariff, text setting out the date (in the format of day, month, year) when the fixed term period ends;~~

~~(b) in the case of a Fixed Term Contract which has a Staggered Charging Tariff, text setting out the date (in the format 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); and~~

~~(c) in the case of an Evergreen Supply Contract or a Deemed Contract, text which briefly describes the fact that there is no end date.~~

~~S2.9—The licensee must include a statement setting out, where a Termination Fee applies, the amount (in pounds sterling) of the Termination Fee. If a Termination Fee does not apply, the licensee must include a statement to the effect that no Termination Fee applies.~~

~~S2.10—The licensee must include a brief statement explaining what a Termination Fee is.~~

~~S2.11—The licensee must include a statement setting out the Domestic Customer's Annual Consumption Details.~~

~~S2.12—The licensee must include a statement setting out:~~

~~(a) where sub-paragraph (a) of the definition of Annual Consumption Details in standard condition 1 applies, that the Domestic Customer's Annual Consumption Details are based on the Domestic Customer's actual gas usage over the previous 12 months; or~~

~~(b) where sub-paragraph (b) of the definition of Annual Consumption Details in standard condition 1 applies, that the Domestic Customer's Annual Consumption Details are based on the Domestic Customer's estimated gas usage over a 12 month period.~~

Dual Fuel Accounts

~~S2.13—Where the licensee supplies the Domestic Customer with electricity and gas under a Dual Fuel Account, the licensee must populate the “About your tariff” label with the information required by:~~

~~(a) S2.4, S2.5 and S2.10 in respect of gas; and~~

~~(b) S2.6 to S2.9 and S2.11 and S2.12 in respect of both gas and electricity.~~

~~S2.14—Where S2.13 applies, the licensee must display the information that is provided in respect of gas and electricity separately.~~

Section B: Annual Statements

~~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 Gas 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:~~

- ~~(a) the Domestic Customer’s Exact Tariff Name;~~
- ~~(b) the Domestic Customer’s Annual Consumption Details;~~
- ~~(c) the Domestic Customer’s Estimated Annual Costs;~~
- ~~(d) the Domestic Customer’s:
 - ~~(i) Relevant Cheapest Tariff information and Estimated Annual Savings; and~~
 - ~~(iii) Alternative Cheapest Tariff information and Estimated Annual Savings;~~~~
- ~~(e) an explanation of the purpose of the Annual Statement;~~
- ~~(f) a statement of the 12 Month Period to which the Annual Statement relates;~~
- ~~(g) the Domestic Customer’s Estimated Annual Costs calculated on the basis of the Charges for the Supply of Gas which applied during the 12 Month Period;~~
- ~~(h) a bar chart or other graph, diagram or infographic displaying information about the Domestic Customer’s energy usage;~~
- ~~(i) details of the Relevant Principal Terms of the Domestic Customer’s Domestic Supply Contract;~~
- ~~(j) the following exact text: “Remember it might be worth thinking about switching your tariff or supplier”;~~
- ~~(k) information about where the Domestic Customer may obtain impartial advice and information about changing their Gas Supplier;~~
- ~~(l) information on where the Domestic Customer may obtain impartial advice and information on energy efficiency;~~
- ~~(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;

- ~~(n) — a statement providing the Domestic Customer with information regarding the Confidence Code and a website URL where further information on the Confidence Code can be found;~~
- ~~(o) — a description of the Tariff Type which applies to the Domestic Customer's Tariff;~~
- ~~(p) — the Exact Payment Method which applies to the Domestic Customer's Domestic Supply Contract;~~
- ~~(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);~~
- ~~(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);~~
- ~~(s) — where a Termination Fee applies to a Domestic Supply Contract, the amount (in pounds sterling) of the Termination Fee;~~
- ~~(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;~~
- ~~(u) — a statement setting out:
 - ~~(i) — 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;~~
 - ~~(ii) — where applicable, a statement to the effect that Optional Bundles apply;~~~~
- ~~(v) — brief, easy to understand explanations of key industry terminology;~~
- ~~(w) — (not used); and~~

- (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 Gas in such a manner that, when scanned with a Relevant Device (in conjunction with a separate software program or otherwise), the Relevant Data Items for Gas 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 — The licensee must:

- (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 Domestic Customer in the same envelope as the Annual Statement:~~
 - (i) ~~an Annual Statement in respect of electricity; and~~
 - (ii) ~~any document setting out 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) ~~when providing information about Annual Consumption Details in accordance with paragraphs 31A.9:~~
 - (i) ~~include details of any Time of use Tariffs which may apply to the Domestic Supply Contract; and~~
 - (ii) ~~display the quantity of Gas in kilowatt hours;~~
- (c) ~~make it clear on the Annual Statement whether any estimates of the Domestic Customer's gas consumption have been used in producing the information, and~~
- (d) ~~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.

~~31A.11 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.~~

Terms of Domestic Supply Contracts

~~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 The licensee must ensure that each Domestic Supply Contract and Deemed Contract contains terms and conditions which reflect the effect of:~~

- ~~(a) any requirement of section B of standard condition 31A which could reasonably be considered as:
 - ~~(i) giving a particular Domestic Customer a right to receive or do something in any circumstances;~~
 - ~~(ii) giving a particular Domestic Customer a right to avoid being subject to something in any circumstances; and~~
 - ~~(iii) providing for a specific form of protection for a particular Domestic Customer in any circumstances; and~~~~
- ~~(b) 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).~~

Prescriptive format requirements

~~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.~~

Exception to compliance with condition

~~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.~~

Guidance

~~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).~~

Definitions for section B of standard condition 31A

~~31A.17~~ For the purposes of this condition:

“12 Month Period” means either:

(a) 12 months from the date the licensee began to supply the Domestic Customer; or

(b) 12 months from the last date on which the licensee provided the Domestic Customer with an Annual Statement,

“Additional Information” means information which may not include marketing materials and cannot be used as a substitute for any of the information that the licensee is required to include in the Annual Statement under this standard condition 31A.

“Annual Statement” Means the document described in standard condition 31A.4.

“Confidence Code” means the code of practice which sets out the requirements a provider of price comparison services must meet in order to be, and remain, accredited by the Authority (or such other person as may from time to time be responsible for such accreditations).

“Relevant Matters for Section B of SLC 31A” means:

(a) the format and/or display of any information which must be included in an Annual Statement;

(b) the methodology by which any calculations in relation to any information which must be included in an Annual Statement must be carried out by the licensee (including, but not limited to, any calculations relating to the gas consumption of a Domestic Customer and the monthly and annual costs of a Domestic Customer); and

(c) the interpretation of section B of standard condition 31A (including in respect of definitions which appear in standard condition 1).

~~“Relevant Principal Terms”~~ Means, in respect of any form of Contract or Deemed Contract, the terms that relate to:

~~(a) Charges for the Supply of Gas;~~

~~(aa) where the licensee is relying on sub-paragraph 11(a) of standard condition 22C or sub-paragraph 8(a) of standard condition 23, the method by which Charges for the Supply of Gas fluctuate automatically;~~

~~(ab) where the licensee is relying on sub-paragraph 11(b) of standard condition 22C or sub-paragraph 8(b) of standard condition 23, the precise variations to the Charges for the Supply of Gas;~~

~~(b) The duration of the Contract or Deemed contract (including, but not limited to, the duration of any fixed term periods and any arrangements for renewing or extending the duration of the Contract or any fixed term periods);~~

~~(c) The rights to end the Contract (including any obligations to pay a Termination Fee) or the circumstances in which a Deemed Contract will end; and~~

~~(d) Any other terms that may reasonably be considered to significantly affect the evaluation by the Customer whether to change their gas supplier.~~

~~“Relevant Time”~~ means as soon as possible after the last month of each 12 Month Period, but in any event no later than 30 days after the end of that 12 Month Period.

~~“SLC 31A Exempt Information”~~ means:

~~(a) the SLC 31A Supplier and Customer Information;~~

~~(b) (not used); and~~

~~(c) the information required by standard condition 31E.~~

~~“SLC 31A Supplier and Customer Information”~~ means:

~~(a) the name of the licensee and its contact details;~~

~~(b) the name and address of the Domestic Customer;~~

~~(c) other information used for the purposes of identifying the Domestic Customer; and~~

~~(d) the date of the Annual Statement.~~

~~“Zones”~~

~~means the areas labelled “A”, “B”, “C”, “D”, “E” and “F” in the template picture set out in part 1 of schedule 4 to standard condition 31A.~~

Schedule 4 to standard condition 31A: the Annual Statement

Part 1

S4.1 The licensee must use the “Annual Statement Template” set out in the template picture below to comply with its obligations to send an Annual Statement to each Domestic Customer under paragraph 31A.9, subject to the requirements in Part 2 of this Schedule 4.

A **YourPower**
ENERGY FOR YOU AND YOURS

Mr A Jones
4 Scenario Street
Sample Ville
SAMPLE

Your account number
123 123 123 123

Summary date:
15 Jan 2012

Supply address:
4 Scenario Street
Sample Ville
SAMPLE

Any questions after reading your summary?
Visit yourpower.co.uk
Or call 0800 123 1234
(8am-8pm Mon-Fri, 8am-2pm Sat)

B Mr Jones,
Your annual electricity summary
For 01 January 2011 to 01 January 2012

Remember – it might be worth thinking about switching your tariff or supplier.

➔ This is important information about your electricity usage and tariff – we hope you find it helpful. You can use this information to compare your current tariff with others that are available, either from us, or from other suppliers. Please keep this summary for your records.

See below and overleaf for more information on switching your supplier or tariff ➔

C **Your electricity usage summary**

- Over the last 12 months you've used 3,900 kWh (including estimated readings)
- Your total costs were £529.89

Month	2012 (kWh)	2011 (kWh)
Jan	1100	1000
Mar	1000	900
Apr - Jun	700	800
Jul - Sep	800	700
Oct - Dec	1000	900

Based on your current tariff and usage, your personal projection for the next 12 months is £529.89*.

*Based on our current prices and includes some discounts and added charges, like VAT. If the price of your tariff changes or you change your tariff, or the amount you use, this forecast will change too.

D **Could you pay less?**

Our cheapest similar tariff
Name: Clear and Simple
You could save: £XX.XX

Our cheapest overall tariff
Name: Online Saver
You could save: £XX.XX

Please note that switching tariffs may involve changing to materially different terms and conditions.

For more information on switching your tariff see overleaf...

E

Need independent advice about switching tariff or supplier?

For impartial advice on switching suppliers contact Citizens Advice:

 adviceguide.org.uk  08454 04 05 06

Consumer Focus has a Confidence Code for online switching sites to ensure consumers receive accurate, detailed and unbiased price comparisons.

 consumerfocus.org.uk

The Staying Connected Energy Consumer Checklist contains key information for energy consumers to get and stay connected to their energy supply.

 xxxxxxxx.org.uk/consumerchecklist

You could also reduce your costs by using less energy

Contact Energy Saving Advice Service for impartial advice on how to save energy:

 0300 123 1234

F

About your electricity tariff

Tariff details	
Tariff name	Standard
Tariff type	Standard
Payment method	Cash/Cheque
Unit rate	14.01p per kWh
Standing charge	17.41p per day
Tariff ends on	No end date
Price guaranteed until	Does not apply
Exit fees (if you cancel this tariff before the end date)	Does not apply
Discounts and additional charges	No discounts
Additional products or services included	1 loyalty points
Estimated electricity cost for you on this tariff	
Your annual consumption (based on your actual consumption)	3,900 kWh
Personal projection (based on current prices and including VAT)	£529.89

Key contractual terms

Cancellation fees and arrangements for ending the contract
You may end your contract at any time without being charged a cancellation fee, but you must give us 28 days' notice, provide a final meter reading and settle any outstanding debt for electricity.

Other terms

Discounts

Your tariff includes a [x] discount of [y]. This discount will continue to apply if you continue to meet the following conditions [z]. If we decide to withdraw this discount we will notify you in advance and inform you of your rights.

Moving house

If you move house you must give us at least 2 days' advance notice or you will continue to be liable for the supply until the earlier of:

- the second working day after you have subsequently notified us of that you have moved house; or
- the date another person begins to own or occupy the premises and starts to consume electricity.

Additional charges

We may charge you for any additional visits, tests or work carried out at your request. Details of these charges are provided in the enclosed leaflet.

Glossary

kWh (kilowatt hour) – one kilowatt of power being used for one hour. It's the same as a 40-watt light bulb being left on for 25 hours. Also known as a 'unit' of energy.

Personal projection – this is based on your actual consumption and is a projection of your future yearly charge. You could compare the personal projection for your current tariff with a personal projection given to you for an alternative tariff by your current supplier, an alternative supplier or a switching site.

Switch – to change from the current supplier to a different supplier, or to change from the current tariff to a different tariff with the same supplier.

Tariff – the package of charges and conditions that a supplier offers you for providing electricity.

Part 2

- ~~S4.2—In respect of its obligations to send an Annual Statement to each Domestic Customer under paragraph 31A.9, the licensee must ensure that the Zones labelled A to F set out in the Annual Statement Template set out in Part 1 of this Schedule 4 are populated in accordance with paragraphs S4.3 to S4.16.~~
- ~~S4.3—The licensee must produce the Annual Statement Template in standard A4 size.~~
- ~~S4.4—The Zones on the Annual Statement Template indicate where the information that must be included in the Annual Statement must be positioned. For example, the information with which Zone A must be populated (see paragraph S4.9) must always be on the first page of the Annual Statement, and positioned above the information with which Zone B must be populated (see paragraph S4.10). The information with which Zone C must be populated (see paragraph S4.11 below) must always be on the front page of the Annual Statement, and positioned to the left of the information with which Zone D must be populated (see paragraph S4.12 below).~~
- ~~S4.5—The dimensions of the Zones are not fixed.~~
- ~~S4.6—Except where specifically provided for in this Part 2 of Schedule 4, the exact format and text used to populate the Zones is not prescribed.~~
- ~~S4.7—Notwithstanding paragraphs S4.5 and S4.6 above, the licensee must set the dimensions of the Zones and populate the Zones in a manner consistent with the general requirements set out in paragraph 31E.6 of standard condition 31E (Plain and intelligible language and presentation requirements).~~
- ~~S4.8—With the exception of the information specified in sub-paragraph 31A.9(x) of standard condition 31A, the licensee may not include any additional information in the Zones beyond that which is specified in this Part 2 of Schedule 4~~
- ~~S4.9—The licensee must populate Zone A with:~~
- ~~(a) the brand name (the “Supply Brand”) under which it supplies the Domestic Customer;~~
 - ~~(b) a title which communicates that the Domestic Customer may contact the licensee in relation to any questions he may have about the Annual Summary and, in close proximity, the licensee’s and/or the Supply Brand’s current contact details, including as a minimum a customer services telephone number and a website URL.~~
 - ~~(c) the Domestic Customer’s postal address;~~
 - ~~(d) the Domestic Customer’s account number;~~

- ~~(e) the date on which the licensee sends the Annual Statement to the Domestic Customer; and~~
- ~~(f) the address at which the Domestic Customer is supplied with energy under the Domestic Supply Contract.~~

~~S4.10 The licensee must populate Zone B with:~~

- ~~(a) a salutation to the Domestic Customer: e.g. “Dear Mr Jones” or “Dear Ms Jones”;~~
- ~~(b) the title: ‘Your annual gas summary’;~~
- ~~(c) a statement informing the Domestic Customer of the dates on which the 12 Month Period to which the Annual Statement relates began and ended;~~
- ~~(d) an explanation of the purpose of the Annual Statement;~~
- ~~(e) a reminder that the Domestic Customer can use the Annual Statement to compare their existing Tariff with other Tariffs that are available;~~
- ~~(f) a reminder that the Domestic Customer should keep the Annual Statement for their records; and~~
- ~~(g) the exact text: “Remember—it might be worth thinking about switching your tariff or supplier.” This text must be clear and legible, and it must be printed in bold text no smaller than the text which is used to populate the rest of Zone B (with the exception of the text used for the title required by sub paragraph S4.10(b)).~~

~~S4.11 The licensee must populate Zone C with:~~

- ~~(a) the subheading ‘Your gas usage summary’;~~
- ~~(b) a statement of the Domestic Customer’s Annual Consumption Details (in kWh) in respect of the 12 Month Period. This statement must be clear and legible and the figure expressing the Annual Consumption Details must be printed in bold text no smaller than the text which is used to populate the rest of Zone C, with the exception of the text which is used for the subheading required in sub paragraph S4.11(a), above. Where sub paragraph (b) of the definition of Annual Consumption Details in standard condition 1 applies, the licensee must inform the customer that the Annual Consumption Details are partially or wholly based on the licensee’s best estimate.~~
- ~~(c) the Domestic Customer’s Estimated Annual Costs calculated on the basis of the Charges for the Supply of Gas which applied during the 12 Month Period;~~

- ~~(d) a bar chart or other graph, diagram or infographic displaying:

 - ~~(i) a comparison of the amount of energy (in the format of kWh) used by the Domestic Customer during two separate periods; or~~
 - ~~(ii) information about the amount of energy (in the format of kWh) used by the Domestic Customer;~~~~
- ~~(e) a statement informing the Domestic Customer of their Estimated Annual Costs. This statement must be clear and legible. In particular, the figure expressing the Estimated Annual Costs must be printed in bold text no smaller than the text which is used to populate the rest of Zone C, with the exception of the title required by sub-paragraph S4.11(a);~~
- ~~(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~~
- ~~(g) where the Domestic Customer has an Evergreen Supply Contract, a statement to the effect that the Charges for the Supply of Gas may be increased by the licensee in future.~~

~~S4.12 The licensee must populate Zone D with:~~

- ~~(a) the subheading: “Could you pay less?”;~~
- ~~(b) a statement informing the Domestic Customer of:

 - ~~(i) the Exact Tariff Name of the Tariff which is the Relevant Cheapest Tariff; and~~
 - ~~(ii) the Estimated Annual Savings for the Relevant Cheapest Tariff;~~~~
- ~~(c) a statement informing the Domestic Customer of:

 - ~~(i) the Exact Tariff Name of the Tariff which is the Alternative Cheapest Tariff; and~~
 - ~~(ii) the Estimated Annual Savings for the Alternative Cheapest Tariff;~~~~
- ~~(d) a statement to the effect that changing Tariffs may involve changing to materially different terms and conditions; and~~
- ~~(e) any information required by paragraphs 31E.1 to 31E.4 of standard condition 31E (Additional Rules for Relevant Cheapest Tariff and Alternative Cheapest Tariff information).~~

~~S4.13 The licensee must populate Zone E with:~~

- ~~(a) a reminder that the Domestic Customer may wish to consider reducing his energy usage in order to reduce costs;~~
- ~~(b) a statement informing the Domestic Customer where he may obtain impartial advice and information on energy efficiency;~~
- ~~(c) a statement informing the Domestic Customer where he may obtain impartial advice and information about changing his Gas Supplier;~~
- ~~(d) a website URL for the Concise Guidance and Energy Consumer Guidance, and a statement to the effect that a hard copy of each can be provided to the Domestic Customer on request;~~
- ~~(e) a statement providing the Domestic Customer with information regarding the Confidence Code and a website URL where further information on the Confidence Code can be found.~~

~~S4.14 Subject to paragraph S4.15, the licensee must populate Zone F with the following template:~~

~~About your [Entry 1] tariff~~

Tariff details	
Tariff name	[Entry 2]
Tariff type	[Entry 3]
Payment method	[Entry 4]
Unit rate	[Entry 5]
Standing charge	[Entry 6]
Tariff ends on	[Entry 7]
Price guaranteed until	[Entry 8]
Exit fees (if you cancel this tariff before the end date)	[Entry 9]
Discounts and additional charges	[Entry 10]
Additional products or services included	[Entry 11]
Estimated [Entry 12] cost for you on this tariff	
Your annual consumption [Entry 13]	[Entry 14]
Personal Projection	[Entry 15]
[Entry 16]	

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

- (a) “[Entry 1]” with the text “Gas”;
- (b) “[Entry 2]” text setting out the Exact Tariff Name of the Tariff under which the licensee supplies the Domestic Customer;
- (c) “[Entry 3]” with text setting out a description of the Tariff Type which applies to the Tariff;
- (d) “[Entry 4]” with text setting out the Exact Payment Method;
- (e) “[Entry 5]” with text setting out in pence per kWh:
 - (i) the Relevant Unit Rate (which must be inclusive of value added tax at the applicable rate) which applies to the Tariff under which the licensee supplies the Domestic Customer; or
 - (ii) where applicable, the Relevant Unit Rates (which must be inclusive of value added tax at the applicable rate) which apply to the Tariff under which the licensee supplies the Domestic Customer (adding additional rows where necessary);
- (f) “[Entry 6]” with text setting out in pence per day:
 - (i) the Relevant Standing Charge (which must be inclusive of value added tax at the applicable rate) which applies to the Tariff under which the licensee supplies the Domestic Customer; or
 - (ii) where applicable, the Relevant Standing Charges (which must be inclusive of value added tax at the applicable rate) which apply to the Tariff under which the licensee supplies the Domestic Customer (adding additional rows where necessary);
- (g) “[Entry 7]” with:
 - (i) — in the case of a Fixed Term Supply Contract which does not have a Staggered Charging Tariff, text setting out 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);
 - (ii) — in the case of a Fixed Term Supply Contract which has a Staggered Charging Tariff, text setting out the date (in the format 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); and

- (iii) ~~in the case of an Evergreen Supply Contract or a Deemed Contract, text which briefly describes the fact that there is no end date.~~
- (h) ~~“[Entry 8]” with text setting out, where the Charges for the Supply of Gas of a Domestic Supply Contract are guaranteed for a fixed term period, the date (in the form of day, month, year) when the fixed term period ends. If the Charges for the Supply of Gas of the Domestic Supply Contract are not guaranteed for a fixed term period, the licensee may replace “[Entry 8]” with the text “Not applicable”.~~
- (i) ~~“[Entry 9]” with, where a Termination Fee applies to a Domestic Supply Contract in respect of gas, the amount (in pounds sterling) of the Termination Fee. If a Termination Fee does not apply, the licensee must replace “[Entry 9]” with a statement to the effect that no Termination Fee applies;~~
- (j) ~~“[Entry 10]” with text setting out any Discounts (excluding any Bundled Products which are Discounts and any Reward Points Discounts), any Warm Home Discount 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, Warm Home Discount and additional charge. If no Discounts, Warm Home Discount or additional charges apply, the licensee must replace “[Entry 10]” with the text “Not applicable”.~~
- (k) ~~“[Entry 11]” with text setting out:

 - (i) ~~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 (If neither Bundled Products nor Reward Points Discounts are included, the licensee must replace “[Entry 11]” with the text “Not applicable”); and~~
 - (ii) ~~where applicable, a statement to the effect that Optional Bundles apply;~~~~
- (l) ~~“[Entry 12]” with the same text with which it replaces “[Entry 1]”;~~
- (m) ~~“[Entry 13]” with:

 - (i) ~~where sub paragraph (a) of the definition of Annual Consumption Details in standard condition 1 applies, a statement to the effect that the Domestic Customer’s Annual Consumption Details are calculated on the basis of his actual energy usage; and~~~~

- ~~(ii) where sub-paragraph (b) of the definition of Annual Consumption Details in standard condition 1 applies, a statement to the effect that the Domestic Customer's Annual Consumption Details are calculated on the basis of his estimated energy usage;~~
- ~~(n) "[Entry 14]" with text setting out (in kWh) the Domestic Customer's Annual Consumption Details;~~
- ~~(o) "[Entry 15]" with text setting out the Domestic Customer's Estimated Annual Costs;~~
- ~~(p) (not used)~~
- ~~(q) "[Entry 16]" with text setting out:
 - ~~(i) a statement to the effect that value added tax (at the applicable rate) is included in any Charges for the Supply of Gas 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;~~
 - ~~(ii) the information required by paragraph 31E.11 of standard condition 31E; and~~
 - ~~(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.~~~~

~~S4.16 The licensee must also populate Zone F with:~~

- ~~(a) under the subheading "Key contractual terms", text setting out the Relevant Principal Terms which are not included pursuant to the requirements of S4.14 and S4.15, where necessary using an additional page;~~
- ~~(b) under a suitable heading, text setting out brief, easy to understand explanations of key industry terminology;~~
- ~~(c) under a suitable heading, text setting out the information required by sub-paragraph 31C.5(e), to the extent that the information is not already incorporated pursuant to the requirements of S4.14 and S4.15; and~~
- ~~(d) any other information that must be included to comply with the licensee's regulatory obligations, where necessary using an additional page.~~

~~Condition 31B. Tariff Information Label~~

~~Tariff Information Label~~

~~31B.1 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:~~

- ~~(a) is set out in Writing;~~
- ~~(b) has text which must not be smaller than nine points in 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.~~

~~31B.2 (Not used).~~

~~Provision and publication of Tariff Information Labels~~

~~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.~~

~~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.~~

~~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 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.~~

~~31B.8 (Not used).~~

~~31B.9 (Not used).~~

~~31B.10 (Not used).~~

Guidance

~~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).~~

Exception to compliance with condition

~~31B.12 The licensee is not required to comply with standard condition 31B to such extent and subject to such conditions as the Authority may from time to time direct.~~

Definitions for condition

~~31B.13 In this condition:~~

~~“**Operational**” means any Tariff which is available to Domestic Customers or which still applies to any Domestic Customers (including, but not limited to, Live Evergreen Tariffs, Closed Fixed Term Tariffs, and Dead Tariffs).~~

Schedule 1 to standard condition 31B

Part 1

S1.1 The licensee must ensure that the Tariff Information Label is displayed in a format that is fully consistent with the template picture below and, subject to the requirements of Part 2, contains all of the information that appears in the template picture:

Your tariff information

About your [Entry 1] tariff	
Supplier	[Entry 2]
Tariff name	[Entry 3]
Tariff type	[Entry 4]
Payment method	[Entry 5]
Unit rate	[Entry 6]
Standing charge	[Entry 7]
Tariff ends on	[Entry 8]
Price guaranteed until	[Entry 9]
Exit fees (if you cancel this tariff before the end date)	[Entry 10]
Discounts and additional charges	[Entry 11]
Additional products or services included	[Entry 12]
[Entry 13]	

Frequently asked questions

- What is a kWh (kilowatt-hour)?

[Entry 14]

- [Entry 15]

Part 2

~~S1.2 In respect of each of its Tariffs for which a Tariff Information Label must be prepared and kept up to date pursuant to paragraph 31B.1, the licensee must ensure that the contents of the template picture shown in Schedule 1 are populated in accordance with paragraphs S.1.3 to S.1.26.~~

~~S1.3 The licensee must replace “[Entry 1]” with the text Gas.~~

~~S.1.4 The licensee must replace “[Entry 2]” with text setting out the brand name it uses to refer to the relevant supplier, followed by the registered company name of the licensee in round brackets.~~

~~S1.5 The licensee must replace “[Entry 3]” with text setting out the Exact Tariff Name.~~

~~S1.6 The licensee must replace “[Entry 4]” with text setting out a brief description of the Tariff Type.~~

~~S1.7 Subject to paragraph S1.7B, the licensee must replace “[Entry 5]” with text setting out the Exact Payment Method.~~

~~S1.7A This paragraph applies where:~~

~~(a) two or more Tariffs are identical apart from having different terms and conditions in respect of payment methods (other than Charges for the Supply of Gas) and would have identical Tariff Information Labels on that basis (a “No Payment Method Differential Tariff Information Label”); and~~

~~(b) the licensee:~~

~~(i) does not supply a Domestic Customer and the licensee or any Representative provides that Domestic Customer with a Tariff Information Label, except where, pursuant to paragraph 31E.8 of standard condition 31E (Provision of Tariff Information Label and Estimated Annual Costs at the same time as Principal Terms), the Tariff Information Label is being provided at the same time as Principal Terms; or~~

~~(ii) does supply a Domestic Customer and the licensee or any Representative provides that Domestic Customer with a Tariff Information Label in respect of a Tariff which is different to the Tariff which applies to the Domestic Customer’s Domestic Supply Contract or Deemed Contract.~~

~~S1.7B Where paragraph S1.7A applies, instead of providing a separate Tariff Information Label for each separate Tariff which has a different payment method, the licensee may provide a single Tariff Information Label along with~~

~~information setting out all of the Exact Payment Methods which are applicable to the No Payment Method Differential Tariff Information Label.~~

- ~~S1.8—The licensee must replace “[Entry 6]” with text setting out the Relevant Unit Rate (or, where applicable, Relevant Unit Rates, adding additional rows where necessary) for the Tariff which must be inclusive of value added tax at the applicable rate.~~
- ~~S1.9—The licensee must replace “[Entry 7]” with text setting out the Relevant Standing Charge (or, where applicable, Relevant Standing Charges, adding additional rows where necessary) for the Tariff which must be inclusive of value added tax at the applicable rate.~~
- ~~S1.10—The licensee must replace “[Entry 8]” with:~~
- ~~(a)—in the case of a Fixed Term Supply Contract which does not have a Staggered Charging Tariff, text setting out 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); or~~
 - ~~(b)—in the case of a Fixed Term Supply Contract which does have a Staggered Charging Tariff, text setting out the date (in the format 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); or~~
 - ~~(c)—in the case of an Evergreen Supply Contract or a Deemed Contract, text which briefly describes the fact that there is no end date.~~
- ~~S1.11—The licensee must replace “[Entry 9]” with text setting out, where the Charges for the Supply of Gas of a Domestic Supply Contract are guaranteed for a fixed term period, the date (in the format of day, month, year) when the fixed term period ends. Where the Charges for the Supply of Gas of a Domestic Supply Contract are not guaranteed for a fixed term period, the licensee must replace “[Entry 9]” with the text “Not applicable”.~~
- ~~S1.12—The licensee must replace “[Entry 10]” with text setting out the amount in pounds sterling of any Termination Fee. If a Termination Fee does not apply, the licensee must replace “[Entry 10]” with the text “Not applicable”.~~
- ~~S1.13—The licensee must replace “[Entry 11]” with text 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. If neither Discounts nor additional charges apply, the licensee must replace “[Entry 11]” with the text “Not applicable”.~~
- ~~S1.14—The licensee must replace “[Entry 12]” with text 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 may be available; and~~
- ~~(c) — if neither Tied Bundles nor Reward Points Discounts are included and no Optional Bundles are available, the licensee must replace “[Entry 12]” with the text “Not applicable”;~~

~~S1.15—S1.21 (Not Used)~~

~~S1.22 The licensee must replace “[Entry 13]” with text setting out:~~

- ~~(a) — a statement to the effect that value added tax (at the applicable rate) is included in any Charges for the Supply of Gas 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) — the information required by paragraphs 31E.9 and 31E.11 of standard condition 31E; and~~
- ~~(c) — any brief additional text the licensee considers necessary to ensure that the contents of the Tariff Information Label are not misleading.~~

~~S1.23 The licensee must replace “[Entry 14]” with text setting out a brief answer to the question: “What is a kWh (kilowatt hour)?”~~

~~S1.24 (Not used).~~

~~S1.25 The licensee may replace “[Entry 15]” with:~~

- ~~(a) — text relating to up to three additional frequently asked questions; or~~
- ~~(b) — a blank space.~~

Standard condition 31C -- not used

Standard condition 31D. White Label Tariffs

~~31D.1—31D.19 (Not used)~~

Relevant Cheapest Tariff definition

~~31D.20~~ Where the licensee has White Label Tariffs, the definition of “Relevant Cheapest Tariff” in standard condition 1 is replaced with the following definition:

Relevant Cheapest Tariff 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:

- ~~(a) their Estimated Annual Costs applied in respect of the cheapest Tariff, rather than the Tariff the Domestic Customer is currently subject to;~~
- ~~(b) where the Domestic Customer is not subject to a Prepayment Meter, the cheapest Tariff compatible with the Gas Meter installed at the Domestic Customer’s premises;~~
- ~~(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;~~
- ~~(d) their Account Management Arrangement;~~
- ~~(e) where the Domestic Customer is subject to an Evergreen Supply Contract, an Evergreen Supply Contract;~~
- ~~(f) where the Domestic Customer is subject to a Fixed Term Supply Contract, a Fixed Term Supply Contract;~~
- ~~(g) where the Domestic Customer is subject to a White Label Tariff, a White Label Tariff of the same White Label Tariff Provider;~~
- ~~(h) where the Domestic Customer is not subject to a White Label Tariff, a Tariff which is not a White Label Tariff; and~~
- ~~(i) consideration of both Time of Use Tariffs for which appropriate consumption data is available and Non Time of Use Tariffs.~~

Alternative Cheapest Tariff definition

31D.21 Where the licensee has White Label Tariffs, the definition of “Alternative Cheapest Tariff” in standard condition 1 is replaced with the following definition:

Alternative Cheapest Tariff 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:

- (a) — their Estimated Annual Costs applied in respect of the cheapest Tariff, rather than the Tariff the Domestic Customer is currently subject to;
- (b) — where the Domestic Customer is not subject to a Prepayment Meter, the cheapest Tariff compatible with the Gas Meter installed at the Domestic Customer’s premises;
- (c) — where the Domestic Customer is subject to a Prepayment Meter, the cheapest Tariff compatible with any Gas Meter which could be installed at the Domestic Customer’s premises;
- (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;
- (e) — where the Domestic Customer is not subject to a White Label Tariff,
 - (i) — a Tariff which is not a White Label Tariff; or
 - (ii) — a White Label Tariff of any White Label Tariff Provider of the licensee; and
- (f) — consideration of both Time of Use Tariffs for which appropriate consumption data is available and Non Time of Use Tariffs.

Relevant Cheapest Evergreen Tariff definitions

31D.22 In respect of White Label Tariffs, the definition of “Relevant Cheapest Evergreen Tariff” in standard condition 1 is replaced with the following definition:

Relevant Cheapest Evergreen Tariff means, in comparison with the Estimated Annual Costs for each specific Domestic Customer’s Tariff, the cheapest Tariff for an Evergreen Supply Contract available from the licensee (or, where there are any Affiliate Licensees, the licensee and any Affiliate Licensees) for that Domestic Customer based on:

- (a) their Estimated Annual Costs applied in respect of the cheapest Tariff for an Evergreen Supply Contract, rather than the Tariff the Domestic Customer is currently subject to;

- (b) ~~their current payment method;~~
- (c) ~~their current Relevant Meter Type;~~
- (d) ~~where the Domestic Customer is subject to a Prepayment Meter, the cheapest Tariff for an Evergreen Supply Contract compatible with the Prepayment Meter installed at the Domestic Customer's premises; and~~
- (e) ~~their Account Management Arrangement;~~
- (f) ~~where the Domestic Customer is subject to a White Label Tariff, a White Label Tariff of the same White Label Tariff Provider; and~~
- (g) ~~where the Domestic Customer is not subject to a White Label Tariff, a Tariff which is not a White Label Tariff.~~

31D.22A In respect of White Label Tariffs, the definition of "Relevant Fixed Term Default Tariff" in standard condition 1 is replaced with the following definition:

Relevant Fixed Term Default Tariff means a Fixed Term Supply Contract available from the licensee (or, where there are any Affiliate Licensees, the licensee and any Affiliate Licensees), that:

- (a) ~~has terms and conditions that are similar in nature to the existing Fixed Term Supply Contract for that Domestic Customer, including in respect of:

 - (i) ~~their current payment method;~~
 - (ii) ~~their current Relevant Meter Type;~~
 - (iii) ~~their current Account Management Arrangement;~~
 - (iv) ~~their characteristics and preferences;~~
 - (v) ~~where the Domestic Customer is subject to a White Label Tariff, a White Label Tariff of the same White Label Tariff Provider; and~~
 - (vi) ~~where the Domestic Customer is not subject to a White Label Tariff, a Tariff which is not a White Label Tariff;~~~~
- (b) ~~may not provide for a Domestic Customer to pay a Termination Fee;~~
- (c) ~~is cheaper than or as cheap as the licensee's Relevant Cheapest Evergreen Tariff for the particular Domestic Customer, based on a comparison of their respective Estimated Annual Cost;~~

Additional rules for Relevant Cheapest Tariff and Alternative Cheapest Tariff information

~~31D.23 Where the licensee has White Label Tariffs, the following paragraph is inserted after sub-paragraph 31E.1(c) of standard condition 31E:~~

- ~~(d) a statement explaining the relationship between the licensee and a White Label Tariff Provider where the Domestic Customer's Tariff:
 - ~~(i) is a White Label Tariff of the White Label Tariff Provider and the Alternative Cheapest Tariff is not a White Label Tariff; or~~
 - ~~(ii) is not a White Label Tariff and the Alternative Cheapest Tariff is a White Label Tariff of the White Label Tariff Provider,~~~~

~~Exception to compliance with condition~~

~~31D.24 The licensee is not required to comply with standard condition 31D to such extent and subject to such conditions as the Authority may from time to time direct.~~

Standard condition **Condition** 31E. Overarching requirements

31E.1 – 31E.9 (Not used)

Additional rules for Relevant Cheapest Tariff and Alternative Cheapest Tariff information

~~31E.1 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:~~

- ~~(a) a statement to the effect that changing to a Relevant Cheapest Tariff and/or to an Alternative Cheapest Tariff may involve changing to materially different terms and conditions;~~
- ~~(b) 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~~
- ~~(c) where the Domestic Customer has a Prepayment Meter and changing to the Alternative Cheapest Tariff would require the Gas Meter to be changed:
 - ~~(i) a statement to the effect that changing to the Alternative Cheapest Tariff would require the Gas Meter to be changed;~~
 - ~~(ii) an estimate of the costs (in pounds sterling), if any, of changing the Gas Meter; and~~
 - ~~(iii) a statement to the effect that there may be restrictions on, or conditions attached to, changing the Gas Meter.~~~~

~~31E.2 This paragraph applies where:~~

- ~~(a) the licensee only has one Tariff (or, where there are any Affiliate Gas Licensees, the licensee and any Affiliate Gas Licensees only have one Tariff); and/or~~
- ~~(b) the Domestic Customer is already subject to the licensee's (or, where there are any Affiliate Gas Licensees, the licensee's and any Affiliate Gas Licensee's) Relevant Cheapest Tariff and/or Alternative Cheapest Tariff (as applicable).~~

~~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 Gas Supplier that the Outstanding Charges may be assigned by the licensee in accordance with the Protocol.~~

~~31E.5 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:~~

- ~~(a) 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~~
- ~~(b) the assessment of the Relevant Cheapest Tariff and/or Alternative Cheapest Tariff is based on the most up to date Tariff information available.~~

~~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 This paragraph applies where:~~

- ~~(a) the licensee has eligibility criteria for one or more of its Tariffs; and~~
- ~~(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.~~

~~Plain and intelligible language and presentation requirements~~

~~31E.6 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:~~

- ~~(a) drafted (or, where provided orally, communicated) in plain and intelligible language;~~
- ~~(b) where the information is required to be provided in Writing, presented in:
 - ~~(i) text of a colour which is readily distinguishable from the background medium; and~~~~

- (ii) ~~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.~~

~~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.~~

~~Provision of information regarding inclusion or exclusion of value added tax~~

~~31E.10 Where the licensee provides a Domestic Customer with any information about the Charges for the Supply of Gas 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.~~

~~31E.11 – 31E.15 (Not used)~~

~~Provision of information regarding future increases in charges~~

~~31E.11 Where the licensee provides a Domestic Customer with any information about their Estimated Annual Costs in respect of an 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 Gas may be increased by the licensee in the future.

~~Provision of information regarding Opt-out Bundles~~

~~31E.12 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:~~

- ~~(a) that an Opt-out Bundle applies;~~
- ~~(b) that the Domestic Customer is able to opt out from receiving the Opt-out Bundle; and~~
- ~~(c) of the consequences of the Domestic Customer not opting out from receiving the Opt-out Bundle.~~

~~Overarching requirements for Staggered Charging Tariffs~~

~~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 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.~~

~~Overarching requirements where Tariffs have Time of Use Rates~~

~~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.~~

Guidance

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 from time to time revise (following further consultation).

Exception to compliance with condition

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.

Condition 31F. Encouraging and enabling engagement

Consumer engagement objective

31F.1 In complying with paragraphs 31F.3 to 31F.5, the licensee must act in a manner which is designed to promote positive engagement by encouraging each Domestic Customer (as appropriate to the circumstance) to:

- (a) consider switching Tariff or Gas Supplier; and/or
- (b) understand and manage the costs associated with that Domestic Customer's Tariff and the gas that Domestic Customer consumes.

31F.2 In complying with paragraphs 31F.3 and 31F.4 the licensee must take into account:

- (a) that Domestic Customer's characteristics and current Tariff's features; and
- (b) where appropriate, that Domestic Customer's preferences.

Continuing to make informed tariff and consumption 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, gas that Domestic Customer consumes, including prompting that Domestic Customer to consider ways to be more efficient and/or flexible in how and when that Domestic Customer consumes 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 Supplier, and may benefit from doing so, including financially.

Providing prompts to engage

31F.5 The licensee must ensure that:

- (a) it seeks to identify each Domestic Customer's Key Prompt Points; and

- (i) on each of those occasions 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 the Switching Information, regardless of whether the Switching Information has already been provided in accordance with paragraph 31F.5(c); and
- (b) it provides the Switching Information on all the following Notices:
 - (i) any Domestic Statement of Renewal Terms;
 - (ii) any Relevant Contract Change Notice;
 - (iii) any Notice required under paragraph 22D.9; and
 - (iv) any Notice required by paragraph 23.2; and
- (c) on at least one occasion in any 12 month period it provides each Domestic Customer with the Switching Information, where the Switching Information has not been provided in accordance with paragraphs 31F.5(a) or 31F.5(b) in that 12 month period.

Cheapest Tariff Message

31F.6 The licensee must display an alternative Cheapest Tariff Message, containing a message to the effect that the Domestic Customer is already subject to the Relevant Cheapest Tariff and/or Alternative Cheapest Tariff, in circumstances where:

- (a) the licensee only has one Tariff (or, where there are any Affiliate Gas Licensees, the licensee and any Affiliate Gas Licensees only have one Tariff); and/or
- (b) the Domestic Customer is already subject to the licensee's (or, where there are any Affiliate Gas Licensees, the licensee's and any Affiliate Gas Licensee's) Relevant Cheapest Tariff and/or Alternative Cheapest Tariff (as applicable).

Estimated Annual Costs

31F.7 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.

31F.8 Where the licensee provides a Domestic Customer with any information about their Estimated Annual Costs in respect of an 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 Gas may be increased by the licensee in the future.

31F.9 Where the Estimated Annual Cost is communicated at Key Prompt Points, it must be displayed separately in respect of electricity and gas.

“About Your Tariff” Label

31F.10 The licensee must prepare an “About Your Tariff” Label which must be provided to each Domestic Customer in accordance with paragraph 31F.5 and standard condition 31H.4 which:

- (a) contains any information that Domestic Customer may require should that Domestic Customer wish to compare Tariffs across the retail market; and
- (b) must be provided in a consolidated way and be easily distinguishable from the rest of the communication.

Tariff Information Label

31F.11 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 consolidated format, to allow easy comparison with the key features of all the licensee’s other Operational Tariffs.

- (a) 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) If the licensee or any Affiliate Licensees have a Website, the licensee must publish each Tariff Information Label, 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.

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

31F.12 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:

- (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).

Information about efficient use of gas

31F.13 The licensee must maintain:

- (a) information about the efficient use of gas to enable a Domestic Customer to make an informed judgment about measures to improve the efficiency with which they use the gas supplied to their Domestic Premises; and
- (b) information about sources from which a Domestic Customer may obtain additional information or assistance about measures to improve the efficiency with which they use the gas supplied to their Domestic Premises, including information:
- (i) that is publicly available about financial assistance towards the cost of the measures available from government; or
- (ii) that is available through bodies in receipt of financial assistance from government in connection with measures to promote the efficient use of energy.

31F.14 The licensee must provide the information referred to in paragraph 31F.13 to a Domestic Customer:

- (a) free of charge if they request that information;
- (b) by operating a telephone information service that provides that information free of charge; and
- (c) by publishing that information on and making it readily accessible from its Website (if it has one).

Definitions

31F.15 For the purposes of this condition:

“Cheapest Tariff Message” means a statement informing the Domestic Customer of:

- (a) the Exact Tariff Name of the Tariff which is the Relevant Cheapest Tariff;
(b) the Estimated Annual Savings for the Relevant Cheapest Tariff;
(c) the Exact Tariff Name of the Tariff which is the Alternative Cheapest Tariff;
and
(d) the Estimated Annual Savings for the Alternative Cheapest Tariff.

“Key Prompt Points” means points in time at which a Domestic Customer is likely to want to consider, or could benefit from considering, their options relating to switching Tariff.

“Operational” means any Tariff which is available to Domestic Customers or which still applies to any Domestic Customers (including, but not limited to, Live Evergreen Tariffs, Closed Fixed Term Tariffs, and Dead Tariffs).

“Switching Information” means all of the following information provided at one time:

- (a) that Domestic Customer’s Cheapest Tariff Message;
- (b) that Domestic Customer’s Estimated Annual Costs; and
- (c) that Domestic Customer’s “About Your Tariff” Label.

Guidance

31F.16 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 (following further consultation).

Exception to compliance with condition

31F.17 The licensee is not required to comply with standard condition 31F to such extent and subject to such conditions as the Authority may from time to time direct.

Condition 31G. Assistance and advice information

31G.1 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 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 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:

- (a) that Domestic Customer's characteristics and current Tariff's features; and
- (b) where appropriate, that Domestic Customer's preferences.

Energy Consumer Guidance

31G.4 The licensee must publish the latest version of the Energy Consumer Guidance and the Concise Guidance on its website within 28 days of the date on which that version is published by Citizens Advice or Citizens Advice Scotland.

31G.5 The licensee must inform each of its Domestic Customers how the Energy Consumer Guidance and the Concise Guidance can be accessed by:

- (a) providing each new Domestic Customer whose premises it supplies with gas under a Contract or a Deemed Contract with this information when the licensee first begins to supply gas to the Domestic Customer's

premises or, in the case of a Deemed Contract, becomes aware that it is doing so; and

- (b) providing this information to a Domestic Customer as soon as reasonably practicable after they request it.

31G.6 The licensee must provide a copy of the Concise Guidance to each of its Domestic Customers annually.

Emergency and enquiry services

31G.7 The licensee must keep each of its Domestic Customers informed:

- (a) that an escape or a suspected escape of gas should be reported immediately; and
- (b) of a telephone number which should be used for that purpose.

Dispute settlement

31G.8 The licensee must provide to each of its Domestic Customers information concerning that Domestic Customer's rights as regards the means of dispute settlement available to that Domestic Customer in the event of a dispute with the licensee.

Other information to be sent at least annually

31G.9 The licensee must inform each of its Domestic Customers of their Meter Point Reference Number annually if the licensee has not sent a Bill or statement of account to them.

31G.10 The licensee must inform each of its Domestic Customers:

- (a) that Citizens Advice consumer service can assist in providing information and advice to Domestic Customers; and
 - (b) how to contact Citizens Advice and Citizens Advice Scotland;
- by providing that information annually if the licensee has not sent a Bill or statement of account to them.

Definitions

31G.11 For the purposes of this condition:

“Concise Guidance” means the concise guidance published by Citizens Advice or Citizens Advice Scotland under section 19A of the Consumers, Estate Agents and Redress Act 2007.

“Energy Consumer Guidance” means the energy consumer guidance published by Citizens Advice or Citizens Advice Scotland under section 19A of the Consumers, Estate Agents and Redress Act 2007.

“Relevant Party” means the licensee, their Representatives and the Relevant Gas Transporter (via the Relevant Gas Transporter’s Enquiry Service).

Guidance

31G.12The licensee must have regard to any guidance on SLC 31G (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).

Exception to compliance with condition

31G.13The licensee is not required to comply with standard condition 31G to such extent and subject to such conditions as the Authority may from time to time direct.

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 that 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 they consume.

31H.2 In complying with paragraph 31H.1 the licensee must take into account:

- (a) that Domestic Customer's characteristics and current Tariff's features; and
- (b) where appropriate, that Domestic Customer's preferences.

31H.3 Bills and statements of account must either:

- (a) be provided in a Form that allows the Domestic Customer to easily retain a copy; or
- (b) be made easily available to the Domestic Customer for reference.

Information to be provided on Bills and statements of account

31H.4 The licensee must provide the following information in Writing on every Domestic Customer's Bill or statement of account:

- (a) that Domestic Customer's Meter Point Reference Number;
- (b) subject to paragraph 31H.6, a comparison of the Domestic Customer's gas consumption for the period covered by the Bill or statement of account, with the Domestic Customer's gas consumption for the corresponding period in the previous year (for the purposes of this condition, the "corresponding period");
- (c) a clearly visible, Optical Label containing each of the Relevant Data Items for Gas in such a manner that, when scanned with a Relevant Device (in conjunction with a separate software program or otherwise), the Relevant Data Items for Gas 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 or load any of the Relevant Data Items in accordance with this provision; and

- (d) an “About Your Tariff” Label.

31H.5 The licensee must inform each of its Domestic Customers:

- (a) that Citizens Advice consumer service can assist in providing information and advice to Domestic Customers; and

- (b) how to contact Citizens Advice and Citizens Advice Scotland,

by providing that information on or with each Bill or statement of account sent to each Domestic Customer in relation to Charges.

31H.6 The requirement in sub-paragraph 31H.4 (b) only applies if the licensee has been contracted to supply gas to the same Domestic Customer at the same Domestic Premises throughout the period:

- (a) commencing with the start of the corresponding period; and

- (b) ending with the end of the period to which the Bill or statement of account relates.

31H.7 The requirement in sub-paragraph 31H.4 (c) does not apply:

- (a) to licensees who supply gas to fewer than 50,000 Domestic Customers or such other number as may from time to time be directed by the Authority;

- (b) in respect of final Bills; or

- (c) in respect of Bills or statements of account that include Charges for the Supply of Gas corresponding to more than one Meter Point Reference Number.

31H.8 The licensee must make it clear on the Bill or statement of account whether any estimates of the Domestic Customer’s gas consumption have been used in producing the information.

Terms of Domestic Supply Contracts

31H.9 The licensee must ensure that the terms and conditions of each Domestic Supply Contract and Deemed Contract comply with the provisions of standard condition 31H.

31H.10 The licensee must ensure that each Domestic Supply Contract and Deemed Contract contains terms and conditions which reflect the effect of:

- (a) any requirement of standard condition 31H which could reasonably be considered as:
 - (i) giving a particular Domestic Customer a right to receive or do something in any circumstances;
 - (ii) giving a particular Domestic Customer a right to avoid being subject to something in any circumstances; and
 - (iii) providing for a specific form of protection for a particular Domestic Customer in any circumstances; and
- (b) any provisions standard condition 31H specified in directions, which following consultation, the Authority may issue and may from time to time revise (following further consultation).

Other relevant requirements

31H.11 The licensee must also comply with any other requirements in the Gas Supply Licence that may apply to billing practices, including (but not limited to) standard conditions 21B and 21BA.

Definitions

31H.12 **“Relevant Billing Information”** means any information a Domestic Customer may need to understand and manage the costs associated with their Tariff and the gas 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.

Guidance

31H.13 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).

Exception to compliance with condition

31H.14 The licensee is not required to comply with standard condition 31H to such extent and subject to such conditions as the Authority may from time to time direct.

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

31I.1 The licensee must ensure that 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 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) the end of a Fixed Term Supply Contract.

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:

- (a) that Domestic Customer's characteristics; and
- (b) where appropriate, that Domestic Customer's preferences.

Notices in the event of Disadvantageous Unilateral Variations or increases in Charge(s) for the Supply of Gas

31I.4 The Notice referred to in paragraphs 31I.1(a) and (b) (a "Relevant Contract Change Notice"):

- (a) must inform the Domestic Customer that they may end the Domestic Supply Contract if the increase in the Charges for the Supply of Gas or Disadvantageous Unilateral Variation is unacceptable to them by

changing their Gas Supplier or entering into a new contract with their Gas Supplier:

- (b) must include a statement to the effect that value added tax (at the applicable rate) is included in any Charges for the Supply of Gas 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; and
- (c) must display the Charges for the Supply of Gas or any other charges inclusive of value added tax at the applicable rate.

31I.5 A Relevant Contract Change Notice:

- (a) must be provided to the Domestic Customer separately from any other document (including, but not limited to, a Bill, statement of account, or marketing material), with the exception of a Relevant Contract Change Notice for electricity, as defined in standard condition 1 of the Electricity Supply Licence; and
- (b) may be provided as a Combined Relevant Contract Change Notice where the Domestic Customer is subject to a Dual Fuel Account.

Domestic Statement of Renewal Terms

31I.6 The Notice referred to in paragraph 31I.1(c) (a “Domestic Statement of Renewal Terms”) must include:

- (a) 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 either the Relevant Cheapest Evergreen Tariff or a Relevant Fixed Term Default Tariff, as applicable;
- (b) 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;
- (c) changes to the Principal Terms including:
 - (i) the Domestic Customer’s current Principal Terms (or alternatively an explanation of how that Domestic Customer can access their current Principal Terms);
 - (ii) the Principal Terms that would apply if the Domestic Customer becomes subject to either the Relevant Cheapest Evergreen Tariff or a Relevant Fixed Term Default Tariff, as applicable, by virtue of paragraph 22C.7 of standard condition 22C; and

- (iii) where a Notice is also being provided to the Domestic Customer pursuant to paragraph 22C.5(a) of standard condition 22C, the Principal Terms that would apply if the Domestic Customer agrees a further fixed term period for an existing Fixed Term Supply Contract; and
- (d) the new Estimated Annual Costs and Tariff Information Label with the new Principal Terms, as required by paragraph 31F.12.

31I.7 A Domestic Statement of Renewal Terms must be provided to the Domestic Customer separately from any other document (including, but not limited to, a Bill, statement of account, or marketing material).

Definitions

31I.8 For the purposes of this licence condition:

“the Change” means the events set out in paragraph 31I.1 – Disadvantageous Unilateral Variations, increases in Charge(s) for the Supply of Gas 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 the end of a Fixed Term Supply Contract.

“Combined Relevant Contract Change Notice” is a Notice that meets the requirements of a Relevant Contract Change Notice for both gas and electricity in a single document.

Guidance

31I.9 The licensee must have regard to any guidance on standard condition 31I (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).

Exception to compliance with condition

31I.10 The licensee is not required to comply with standard condition 31I to such extent and subject to such conditions as the Authority may from time to time direct.

Schedule 2: Summary of licence changes made between statutory consultation and decision

Changes between statutory consultation and final decision	Reason for this change
SLC 1 – Definitions	
'“About Your Tariff” Label’ – we have updated the licence reference in the definition from SLC 31F.9 to SLC 31F.10.	Consequential change.
'Alternative Cheapest Tariff’ and 'Relevant Cheapest Tariff’ definitions – we have moved white label considerations to the end of the list.	We think this will improve readability. We do not consider this to have any impact on policy intent.
'Assumed Dual Fuel Discount’, 'Green Supply’, 'Intra-Day Consumption Levels’, 'Optional Reward Points Discount’, 'Opt in Reward Points Discount’, 'Opt out Reward Points Discount’, 'Relevant Standing Charges’, 'Relevant Unit Rates’, 'Reward Points Discount’, 'Tariff Type’, 'Temperature and Pressure Conversion Factor’ and 'Time Period’ – we have deleted these definitions.	These terms are no longer used within the gas supply licence, and therefore have been removed.
'Domestic Statement of Renewal Terms’ definition – we have amended this to refer to the specific relevant condition - SLC 31I.1(c), and clarified that it is provided prior to the end of a Fixed Term Supply Contract.	We have done this to improve readability and clarity. We do not consider this to have any impact on policy intent.
'Excluded Staggered Charging Tariff’ – we have deleted this definition from the licence.	We proposed to remove this definition from the electricity supply licence in our statutory consultation. We intend to do the equivalent for gas.
'Relevant Contract Change Notice’ definition – we have amended this to refer to the specific relevant conditions, and clarified that it is provided prior to the event of price increases or disadvantageous changes.	We have done this to improve readability and clarity. We do not consider this to have any impact on policy intent.
'Tariff Information Label’ definition – we amended the licence reference to specifically refer to SLC 31F.11, rather than SLC 31F more generally.	We have done this to improve readability and clarity. We do not consider this to have any impact on policy intent.
Inserted a definition for 'Winter’.	This term is used in the current licence, but the definition is missing. To avoid confusion we have included this to be consistent with the electricity supply licence.
We have amended so that every definition now ends with a semi colon.	General formatting – align with wider supply licence drafting conventions.

SLC 20 – Safety of gas supplies, Meter Point Reference Number and dispute settlement	
SLC 20.2 – we have capitalised the ‘C’ in ‘Customer’.	Grammatical correction.
We have moved the phrase ‘for Non-Domestic Customers’ from the sub heading ‘Emergency and enquiry services’ to the condition title.	Readability correction.
SLC 21A – Provision of the annual statement of supply to Participants of the Carbon Reduction Commitment (CRC) Energy Efficiency Scheme	
No changes from statutory consultation.	
SLC 22C – Fixed Term Supply Contracts	
SLC 22C.3 – we have replaced ‘renewal’ with ‘end’ (of a Fixed Term Supply Contract).	This better reflects our intent that a Notice is provided prior to the <i>end</i> of a fixed term contract, regardless of whether this is ultimately renewed or not.
SLC 22C.5(a)(i) – we have amended this to state that the Notice provided if a Fixed Term Supply Contract is extended is to be provided ‘separately from any other document’, instead of restricting it from being provided with ‘any other information’.	This is a more accurate reflection of our intent – that contract change notices need to be provided separately from other documents, but can contain other information, as explained on page 18 of our decision.
<p>SLC 22C.13A – we have amended references in ‘Terms of Fixed Term Supply Contracts’:</p> <p>(b) Now refers to SLC 31I.1(c), rather than the SLC 22C.3 reference in the Notice.</p> <p>(c) We have removed reference to deleted paragraph SLC 22C.5(a)(v).</p> <p>(g) We have extended this to include any relevant requirements in SLC 31I. We have also clarified that any rights relating to <i>when</i> a customer can expect a Notice are in scope.</p>	<p>We have made amendments here to better align with the original policy intent of SLC 22C.13A.</p> <p>b) The previous reference to SLC 22C.3 indirectly referenced SLC 31I – which would cover a broad range of requirements. We have clarified our intent by specifying that it is the provision of a notice that must be reflected in terms and conditions. This, alongside the amendment to part (g), more closely aligns with the original policy intent of SLC 22C.13A.</p> <p>c) Consequential amendment.</p> <p>(g) To retain the original policy intent, we have expanded the scope of (g) to relevant requirements in SLC 31I (as many of the requirements originally in SLC 22C now sit in SLC 31I). In the statutory Notice the timing of the Domestic Statement of Renewal Terms was referred to indirectly through the reference to SLC 22C.3 – we have now clarified that part (g)</p>

	includes <i>when</i> a customer may expect to receive notice of the end of their contract.
SLC 22C.15 – we have made a correction to the reference to SLC 31I.4. It now states SLC 31I.6.	Reference correction.
SLC 22D – Dead Tariffs	
SLC 22D.8 – we have included the word 'is'.	Grammatical correction.
SLC 22D.9 – we have amended wording to say that the customer is 'provided with a Notice stating', rather than being 'given' a Notice.	This is to ensure consistency in our expectation that customers should be <i>provided</i> with contract change notices.
SLC 22D.9 (aa) – we have capitalised 'Form'.	This is a consequential change to ensure consistency across our proposals.
SLC 23 – Notification of Domestic Supply Contract terms	
SLC 23.1 – addition of the word 'to'.	Typological correction.
SLC 23.2 – we have replaced 'give' [a Notice] with 'provide'.	This is to ensure consistency in our expectation across all requirements that customers should be provided with contract change notices.
SLC 23.2 (a) – we have capitalised 'Form'.	This is a consequential change to ensure consistency across our proposals.
SLC 23.3(b) – deleted unnecessary 'c' from 'Customer'.	Typographical correction.
SLC 23.3A – we have added a reference to requirement to provide a Notice under SLC 31I.1(b)	This is to clarify that SLC 31I.1(b) also does not apply in these circumstances.
SLC 23.3B – We have added a reference to requirement to provide a Notice under SLC 31I.1(a)	This is to clarify that SLC 31I.1(a) also does not apply in these circumstances.
SLC 23.4 – 23.5 (Not used) – this only referred to SLC 23.4 in the Notice. We have extended to include SLC 23.5.	This is because, due to the changes set out in the below rows in this document, there are no longer any requirements remaining in SLC 23.4 or SLC 23.5.
SLC 24.4A – we have deleted this and added replacement wording in SLC 31I.5(b).	This condition set out how to treat contract change notices for customers with a dual fuel account. See below for an explanation of the new wording we have added to SLC 31I.5.
SLC 23.4B – we have moved this condition to SLC 31I.4.	As it relates to information included in contract change communications, we have moved this condition to SLC 31.4(c). We have

	amended the wording in SLC 31I.4(c) slightly for grammatical reasons.
SLC 23.6 – we have added a new subheading ‘Circumstances where increases to Charges for the Supply of Gas or Disadvantageous Unilateral Variations are ineffective or unenforceable’.	We have added this subtitle for clarity and readability.
SLC 23.8 – we have added a reference to requirement to provide a Notice under SLC 31I.1(b).	This is to clarify that licensees need not comply with SLC 31I.1(b) in the particular circumstances set out in SLC 23.8.
SLC 23.8A – we have added a reference to requirements to provide a Notice under SLC 31I.1(a) and SLC 31I.1(b).	This is to clarify that licensees need not comply with SLC 31I.1(a) and SLC 31I.1(b) in the particular circumstances set out in SLC 23.8A.
SLC 23.8B – we have amended this condition to directly refer to SLC 31, instead of SLC 23.3, and clarified the licensee must also make sure the notice is provided at least 7 working days in advance of the change. We have also specified that it is notice in advance of a price increase ‘and/or’ a disadvantageous unilateral variation’.	This is to clarify our policy intent.
SLC 23.9A – we have amended references in ‘Terms of Domestic Supply Contracts’: (a) We have replaced the reference to SLC 23.3 with SLC 31I.1(a) and SLC 31I.1(b) (b) Is now ‘not used’, as we have deleted the reference to SLC 31I.2(a) (c) Is now ‘not used’, as we have deleted the reference to SLC 31I.1 (d) Corrected reference to SLC 31I.4(a), rather than SLC 31I.3(b) (f) We have clarified that the scope of this requirement includes any <i>relevant</i> requirements set out in SLC 31I (rather than all requirements). We have also specified that any rights relating to <i>when</i> a customer can expect a Notice are in scope.	We have made amendments here to better align with the original policy intent of SLC 23.9A. a) The previous reference to SLC 23.3 indirectly referenced SLC 31I, which would cover a broad range of requirements. We have clarified our intent by specifying that it is the provision of a notice that must be reflected in terms and conditions. This, alongside the amendment to part (f), more closely aligns with the original policy intent of SLC 23.9A. b) The timing of the notice is now reflected in part (f) of SLC 23.9A. c) This reference is now included in part (a) of SLC 23.9A. d) This was an incorrect reference in the Notice. It now references the equivalent of SLC 23.4(l) in the current licence. (f) To retain the original policy intent we have specified the scope is <i>relevant</i> requirements in SLC 31I (as many of the requirements originally in SLC 23 now sit in SLC 31I). We have now clarified that part (f) includes <i>when</i> a customer may expect to receive notice of the end of their contract, which was reflected in part

	(b) of this paragraph in the statutory Notice.
SLC 23.10 – we have removed ‘SLC’.	We have amended this to reflect licence referencing conventions.
SLC 23.12 – we have replaced ‘Relevant Matters for SLC23’ with the actual definition.	This was the only remaining reference to ‘Relevant Matters for SLC23’, so we have included the relevant parts of the definition itself in the text. We are then able to delete this term from the definitions.
SLC 23.13 – we have deleted the remaining definitions: ‘Combined SLC 23 Notice’ – this is no longer referenced in SLC 23. We have created a new equivalent in SLC 31I. ‘Relevant Matters for SLC23’ – this is no longer referenced in SLC 23.	There are no longer any SLC 23 definitions.
SLC 24 – Termination of Domestic Supply Contracts	
We have changed ‘sent’ to ‘provided to the Domestic Customer’.	This is to ensure consistency with the language we are using elsewhere.
SLC 25 – Informed choices	
We have un-capitalised the ‘c’ in ‘choices’	Grammatical correction.
We have capitalised the ‘T’ in ‘tariff’.	Grammatical correction.
SLC 31 – General information for Domestic Customers	
No changes from statutory consultation.	
SLC 31A – Bills, statements of account and Annual Statements	
No changes from statutory consultation.	
SLC 31B – Tariff Information Label	
No changes from statutory consultation.	
SLC 31D – White Label Tariffs	
No changes from statutory consultation.	
SLC 31E – Overarching requirements	
Amended title to ‘Condition 31E’, rather than ‘Standard Condition 31E’.	Amended for consistency with other conditions in the licence.

SLC 31F – Encouraging and enabling engagement

SLC 31F.1 – we have made some minor changes to the expression of policy intent.

We have removed the word 'effective'. We have also replaced 'promote each Domestic Customer to engage positively with their Gas Supply either...' with 'promote positive engagement by encouraging each Domestic Customer to'.

We have changed 'considering' to 'consider', 'understanding' to 'understand' and 'managing' to 'manage'.

We have also amended the 'or' at the end of SLC 31F.1(a) to 'and/or'.

This is to improve clarity of intent and ensure wording is grammatically correct.

The insertion of the term 'and/or' reflects the intent that suppliers must comply with part (a) and/or part (b), as appropriate to the circumstance, as opposed to just doing one or the other.

We do not consider changes to the policy intent we expressed in the Notice and statutory consultation.

SLC 31F.2 – we have reformatted this requirement, splitting it into parts (a) and (b).

This is to improve readability and clarity.

SLC 31F.3 – we have added 'and consumption' into the subheading.

This is to better reflect the intent of SLC 31F.3.

SLC 31F.5 – we have rephrased the 'providing prompts to engage' rules:

(a) We have moved what was part (b) in the Notice to a sub-condition of (a). We have defined the 'Cheapest Tariff Message', 'Estimated Annual Costs' and "About Your Tariff" Label' as 'Switching Information'.

(b) This requirement sat in part (d) in the Notice. We have simplified the wording to list the specific documents that require the 'Switching Information'.

(c) We have rephrased this paragraph to align with changes to part (a) and part (b), it still requires licensees to provide the customer with the 'Switching Information' on at least one occasion in any 12 month period.

As a result of the above changes we have been able to delete the proposed definition "Relevant Change".

We have made these changes to ensure that the wording of SLC 31F.5 is clear, grammatically correct and reflects the policy intent we expressed in our statutory consultation.

SLC 31F.6 (new) – in the Notice this condition related to the treatment of the Cheapest Tariff Message for dual fuel accounts. It now sets out the treatment of the Cheapest Tariff Messaging where licensees only offer one Tariff or the customer is already on the cheapest Tariff.

We have removed the old SLC 31F.6. In the Notice it referred to the treatment of the Cheapest Tariff Messaging for Dual Fuel Accounts. See page 14 of our decision document.

SLC 31F.6 now clarifies how the Cheapest Tariff Message should be treated where the customer is already on the cheapest Tariff or

	the licensee only has one Tariff. This reflects requirements that are currently in SLC 31E.2 and SLC 31E.3.
SLC 31F.7 – we have simplified the subheading to 'Estimated Annual Costs'.	This is so the subheading is relevant to the new SLC 31F.9.
SLC 31F.8 – we have replaced 'electricity' with 'gas'.	Correction.
SLC 31F.9 (new) – we have added this to clarify that Estimated Annual Costs need to be separate in respect of electricity and gas at Key Prompt Points.	This is to clarify our policy intent, which is currently set out in S1.12 of SLC 31A. We discuss this on page 15 of our decision document.
SLC 31F.10 ("About Your Tariff" label) – we have renumbered this since the statutory consultation (it was previously SLC 31F.9). We have also capitalised Tariffs and amended the cross-references.	Consequential change.
SLC 31F.11 (Tariff Information Label) – we have renumbered this since the statutory consultation (it was previously SLC 31F.10). We have also rephrased one part of the sentence from 'other Tariffs within the licensee's offering' to 'the key features of the licensee's other Operational Tariffs'.	Consequential changes. The rephrasing is to ensure clarity of the policy intent we set out in our statutory consultation.
SLC 31F.12 (Provision of Tariff Information Label and Estimated Annual Costs at the same time as Principal Terms) – we have renumbered this since the statutory consultation (it was previously SLC 31F.11).	Consequential change.
SLC 31F.13 and SLC 31F.14 (information about efficient use of Gas) – we have renumbered these since the statutory consultation (they were previously SLC 31F.12 and SLC 31F.13). We have also replaced 'his or her' with 'their'.	Consequential/gender neutral changes.
SLC 31F.15 (Definitions) –we have also renumbered this condition (it was previously SLC 31F.14). We have removed the definition 'Relevant Change' and added 'Switching Information' as explained above in relation to the 'prompts to engage' change.	Consequential changes.
SLC 31F.16 and SLC 31F.17 (Guidance and Exception to compliance with condition) – we have renumbered these since the statutory consultation (they were previously SLC 31F.15 and SLC 31F.16).	Consequential changes.

SLC 31G – Assistance and advice	
SLC 31G.1 – we have added 'that' after 'ensure' for consistency with the other principles.	This is to ensure consistency across the principles.
SLC 31G.3 – we have reformatted this requirement, splitting it into parts (a) and (b).	This is intended to improve readability and clarity.
SLC 31G.4 – we have removed 'the' before Citizens Advice.	Correction.
SLC 31G.5 – we have replaced references to 'electricity' with 'gas'.	Correction.
SLC 31G.6 – we have made minor amendments to clarify that licensees should provide a copy of the Concise Guidance to each of their customers.	This was an existing condition, previously in SLC 20. We have amended wording for clarity, based on a stakeholder comment about the wording not being clear.
SLC 31G.9 and SLC 31G.10 – we have added 'Other' to subheading title. We have also added the word 'Domestic' before 'Customer' in SLC 31G.9.	This is a clarification, as we recognise that there are requirements for providing information annually in the licence in other paragraphs than just these. We specified SLC 31G.9 applies just to Domestic Customers, as SLC 20 still includes equivalent Non-Domestic Customer requirements.
SLC 31G.11 – we have replaced 'relevant parties are' with 'means'.	This is to make the definition of 'Relevant Party' consistent with the formatting of other definitions.
SLC 31H – Relevant Billing Information, Bills and statements of account	
SLC 31H.1 – we have added 'that' after 'ensure' for consistency with the other principles. We have also replaced 'electricity' with 'gas'.	This is to ensure consistency across the principles. Correction.
SLC 31H.2 – we have reformatted this requirement, splitting it into parts (a) and (b).	This is intended to improve readability and clarity.
SLC 31H.3 – we have replaced 'easily made available for reference' with 'made easily available to the Domestic Customer for reference'. We have also replaced 'that' with 'the' Domestic Customer in part (a).	This is to clarify our policy intent. It is Bills or statements of account that are made available to the <i>customer</i> . This is for consistency with part (b).
SLC 31H.4 – we have rephrased the beginning of this paragraph from 'on every Bill or statement of account sent to a Domestic Customer' to 'on every Domestic Customer's Bill or statement of account'.	This is a clarification of policy intent, as the word 'sent' did not align with the requirement to 'provide' Bills or statements of account.

SLC 31H.6 and SLC 31H.7 – we have replaced references to ‘electricity’ with references to ‘gas’.	Correction.
SLC 31H.11 (new) – we have added a subheading and paragraph SLC 31H.11 to clarify that there are other requirements in the supply licence that may be relevant to billing practices.	We’ve added this in response to stakeholder feedback, as it makes it easier for stakeholders who are less familiar with the rules to know that there are other relevant rules in the licence.
SLC 31H.12 to SLC 31H.14 – we have renumbered these paragraphs since the statutory consultation (they were previously SLC 31F.11 – SLC 31H.13).	Consequential change.
SLC 31I – Contract changes (notifications of price increases, disadvantageous unilateral variations and end of fixed term contracts)	
SLC 31I.1 – we have added ‘that’ after ‘ensure’ for consistency with the other principles.	This is to ensure consistency across the principles.
SLC 31I.1(c) – we have replaced ‘renewal’ with ‘end’ [of a Fixed Term Supply Contract].	This better reflects our intent that a Notice is provided at the <i>end</i> of a fixed term contract, regardless of whether this is ultimately renewed or not.
SLC 31I.3 – we have reformatted this requirement, splitting it into parts (a) and (b).	This is intended to improve readability and clarity.
<p>SLC 31I.4 - we have removed content that SLC 31I.4(a) set out in the Notice (the requirement restricting contract change notices from being provided in conjunction with any other information) and replaced it with SLC 31I.5(a) – see below row.</p> <ul style="list-style-type: none"> a) This was part (b) in the statutory notice. This is the requirement for the licensee to inform the customer they may change contract or supplier if the change is unacceptable. b) This was part (c) in the Notice. This is the requirement relates to explanations of VAT. We have deleted the phrase ‘in close proximity to the information required by sub-paragraph SLC 23.4(f) and SLC 23.4(h)’. ‘Electricity’ has been replaced with ‘Gas’. c) This was SLC 23.4(b) in the Notice and original licence. It relates to expressing charges inclusive of VAT. d) We have removed this requirement – which expressed that suppliers may include energy efficiency advice on Notices. 	<p>We have removed the ‘old’ (a) as it did not reflect our policy intent that contract change notices need to be provided separately from other document, but can contain other information – as we explain on page 17 of our decision. See below (new SLC 31I.5) for the new requirement that more accurately reflects policy intent.</p> <ul style="list-style-type: none"> a) This was a consequential change in numbering. b) This was a consequential change in numbering. We had unintentionally retained this reference to placement of information in the gas Notice. It was not our intent to retain these requirements related to formatting, and they had not been included in the electricity equivalent. c) We relocated this requirement to SLC 31I, as it is relevant to information communicated to customers. d) We have removed SLC 31I.4(d) as this was retained in error on the Notice (we proposed to remove this in our policy consultation). Now that there is

	<p>more flexibility for licensees to include information on Notices, we do not need to a specific condition to expressly allow suppliers to do so. The outcomes are covered by our 'assistance and advice information' principle.</p>
<p>SLC 31I.5 (new) – Providing Notices separately from other documents. This clarifies the intent which was previously expressed in SLC 31I.4(a) in the Notice.</p>	<p>This new drafting clarifies that Notices provided under SLC 31I must not be provided with any other document (with the exception of an equivalent notice for the other fuel). We also clarify that licensees can provide one dual fuel notice or separate notices for gas and electricity for dual fuel customers as appropriate.</p>
<p>SLC 31I.6 – (Domestic Statement of Renewal Terms content) This has been renumbered since the statutory consultation (it was previously SLC 31I.5).</p> <p>c) We have replaced 'Principle Terms means' with 'Principal Terms including'. We have also amended drafting from 'draw the Domestic Customer's attention to the current Principal Terms' to 'the Domestic Customer's current Principal Terms (or alternatively an explanation of how that Domestic Customer can access their current Principal Terms)'. We have also added the word 'and' to the end of part (ii) and (iii).</p> <p>We have also amended references to align with referencing convention.</p>	<p>We have redrafted this section of text to ensure it is clear that suppliers have the option to either include or signpost to current principal terms. There were also some grammatical corrections.</p>
<p>SLC 31I.7 – we have renumbered this since the statutory consultation (it was previously SLC 31I.6).</p> <p>We have simplified the drafting of this requirement.</p>	<p>We have done this to improve readability and clarity.</p>
<p>SLC 31I.8 - we have renumbered this since the statutory consultation (it was previously SLC 31I.7).</p> <p>We have aligned the formatting convention for definitions with the other conditions in the licence.</p> <p>'the Change' – we have added an additional line of explanation that this definition refers to 'events set out in SLC 31I.1'. We have replaced the word 'renewal' with 'end'.</p>	<p>Replacing 'renewal' with 'end' better reflects our intent that a Notice is provided at the <i>end</i> of a fixed term contract, regardless of whether this is ultimately renewed or not.</p> <p>The new definition in this condition helps clarify the requirement under SLC 31I.5.</p>

<p>We have added a new term 'Combined Relevant Contract Change Notice'.</p>	
<p>SLC 31I.9 – we have renumbered this since the statutory consultation (it was previously SLC 31I.8). We have amended the reference to SLC 31I to align with referencing conventions.</p>	<p>Consequential change/correction.</p>
<p>SLC 31I.10 – we have renumbered this since the statutory consultation (it was previously SLC 31I.9).</p>	<p>Consequential change</p>

Schedule 3: Relevant Licence Holders³

1st Direct Utilities Plc	E (Gas and Electricity) Limited
Addito Supply Limited	E.ON Energy Gas (Eastern) Limited
Affect Energy Ltd	E.ON Energy Solutions Limited
Alabama Energy Limited	E2M - Energy Trading Ltd.
Alaska Energy Limited	Eclipse Energy Supply Limited
Albuquerque Energy Limited	Economy Energy Supply Ltd
Alfa Smart Energy Ltd	Economy Energy Trading Limited
Ampoweruk Ltd	Eddington Energy Supply Limited
Arruzzi Energy Supply Limited	EDF Energy Customers Limited
AvantiGas On Limited	Effortless Energy Ltd.
Avid Energy Limited	Electroroute Energy Limited
Avro Commercial Energy Trading Ltd	Emzo Energy Supply Limited
Avro Energy Limited	ENGIE Power Limited
Axis Telecom Limited	Enstroga Ltd
Barbican Power Limited	Entice Energy Supply Limited
Better Energy Supply Limited	ESB Energy limited
Bluebell Energy Supply Limited	Euston Energy Limited
Bowfell Energy Limited	Eversmart Energy Ltd
Breeze Energy Supply Limited	Exelon Generation Limited
Brilliant Energy Supply Limited	First Utility Limited
Bristol Energy Limited	Flogas Britain Limited
British Gas Trading Limited	Flow Energy Limited
Brits Energy Limited	Foxglove Energy Supply Limited
Brook Green Trading Limited	Gas and Power Limited
Bruntwood Energy Services Limited	Gas Plus Supply Limited
Bryt Energy Limited	GnERGY Limited
Bulb Energy Ltd	Good Energy Gas Limited
Business Power and Gas Limited	Goto Energy (UK) Limited
Cabra Energy Supply Limited	Green Energy (UK) plc
Callesti Energy Supply Limited	Green Network Energy Ltd
Camaro Energy Supply Limited	Hartlepower C.I.C.
Cardiff Energy Supply Limited	Hartree Partners Supply (UK) Limited
Celesto Enterprises Limited	Holborn Energy Limited
Cilleni Energy Supply Limited	Home Energy Trading Ltd
Colgano Energy Supply Limited	Home Counties Energy Plc
Colorado Energy Limited	Hudson Energy Supply UK Limited
Coniston Energy Limited	I Supply Energy Limited
Co-Operative Energy Limited	Igloo Energy Supply Limited
Corona Energy Retail 4 Limited	Jacob Developments Limited
Crown Gas and Power Limited	Kensington Power Limited
Crown Oil Limited	Labrador Ltd
Daisy Energy Supply Limited	Mattina Limited
Daligas Limited	Maxen Power Supply Limited
Delta Gas and Power Limited	Mississippi Energy Limited
Donnington Energy Limited	Mongoose Energy Supply Limited
Dual Energy Direct Limited	MyLife Home Energy Limited
Dyce Energy Limited	Nabuh Energy Ltd
Nationwide Electricity Limited	Symbio Energy Limited
Nevada Energy Limited	Telecom Plus PLC

³ Gas licence holders are listed at: <https://www.ofgem.gov.uk/publications-and-updates/all-gas-licensees-registered-addresses>

Npower Direct Limited
 Npower Gas Limited

 Npower Northern Limited
 Npower Yorkshire Limited
 Octopus Energy Limited
 One Wales Energy - Un Ynni Cymru Ltd
 Oneselect Limited
 Opal Gas Limited
 Opus Energy Limited
 Opus Gas Supply Limited
 Orbit Energy Limited
 MoneyPlus Energy Limited
 Oregon Energy Limited
 Our Power Energy Supply Limited
 Ovo Gas Limited
 Palladium Energy Supply Limited
 Pan-Utility Limited
 People's Energy (Supply) Limited
 Perle Energy Limited
 PFP Energy Supplies Limited
 Pirranello Energy Supply Limited
 Planet 9 Energy Limited
 Pozitive Energy Ltd
 Pure Planet Limited
 Purple Square Energy Limited

 Putney Energy Limited
 Retford Gas Limited
 Robin Hood Energy Limited
 Rutherford Energy Supply Limited
 Santana Energy Limited
 Satus Energy Limited
 Scafell Energy Limited
 Scottish Power Energy Retail Limited
 Shale Gas UK Limited
 Shell Mgt Ltd
 Simcoe Energy Limited
 Simple Energy Scotland Limited
 Simplicity Energy Limited
 Sing Power Limited
 Skiddaw Energy Limited
 Skylane Energy Supply Limited
 Snowdrop Energy Supply Limited
 Social Energy Supply Ltd
 So Energy Trading Limited
 Solarplicity Supply Limited
 Southern Electric Gas Limited
 Squeaky Clean Energy Limited

 Sunflower Energy Supply Limited
 Switch Business Gas and Power Ltd

 E.ON UK Plc
 Eco Green Management Limited
 Economy Gas Limited
 Economy Power Limited

 Temple Energy Limited
 The Renewable Energy Company Limited
 Tillicum Energy Limited
 Together Energy Supply Limited
 Tonik Energy Limited
 Total Gas & Power Limited
 Toto Energy Ltd.
 Toucan Energy Limited
 Tru Energy Limited
 UK Gas Supply Ltd
 UK Healthcare Corporation Limited
 UK National Gas Ltd
 Ure Energy Limited
 Utilita Energy Limited
 Utilita Gas Limited
 Utility Point Limited
 Vanquist Energy Supply Limited
 Vavu Power Limited
 Venga Energy Supply Limited
 Vermont Energy Limited
 Victory Energy Supply Limited
 Viper Energy Supply Limited
 Virginia Energy Limited
 Willamette Energy Limited
 World Fuel Commodities Services (Ireland) Limited
 Zebra Power Limited
 Zenic Energy Ltd
 Zog Energy Limited
 Zythos Energy Limited
 Adrian Francis Associates Limited
 AMRECS LLC
 Axpo UK Limited
 Barrow Shipping Limited
 Better Business Energy Limited
 BP Gas Marketing Limited
 Brighton Power Limited
 Britannia Gas Limited
 Business Energy Solutions Limited
 Ceres Energy Limited
 Chevron Products UK Limited
 Cofathec Heatsave Limited
 Contract Natural Gas Limited
 Corona Energy Retail 1 Limited
 Corona Energy Retail 2 Limited
 Corona Energy Retail 3 Limited
 Coulomb Energy Supply Limited
 Data Energy Management Services Limited
 ENI Gas & Power SA
 E.ON Energy Gas (North West) Limited
 Uttily plc
 Valero Energy UK Ltd
 Vayu Limited
 WINGAS GmbH

EDF Trading Limited
ENGIE Gas Limited
ENGIE Gas Shipper Limited
ENGIE Supply Holding UK Limited
ENI Trading & Shipping S.P.A
Eni UK Limited
Equinor Energy Trading Limited
Equinor UK Limited
Fidelity Energy Limited
Flexitricity Limited
Gazprom Marketing & Trading Retail
Limited
Great Western Energy Ltd
Hartree Partners Power & Gas Company
(UK) Limited
I.A.Z.F.S. Limited
International Power Fuel Company
Limited
International Power Ltd.
JP Morgan Securities Plc
K O Brokers Limited
Lourdes Associates Limited
Macquarie Bank Limited
Macquarie Commodities Finance (UK)
Limited
Macquarie Factoring (UK) Limited
Marble Power Limited
Mercuria Energy Europe Trading Limited
Mercuria Energy Trading SA
Nationwide Gas Limited
Natwest Markets PLC
North Sea Gas Limited
Npower Commercial Gas Limited
Orsted Sales (UK) Limited
Orsted Salg & Service A/S
Petronas Energy Trading Limited
Regent Gas Limited
RWE Generation UK Plc
RWE Supply and Trading GmbH
S. C. Isramart SRL
Shell Energy Supply UK Ltd.
SmartestEnergy Limited
Société Valmy Défense 17
SSE Energy Supply Limited
Swift Administration Limited
Synergie Environ Limited
The Energy Support Bureau Limited
The Nuclear Decommissioning Authority
Total Energy Gas Supplies Limited
Unigas Limited
United Gas & Power Ltd
Xcel Power Limited
XLN Energy Limited