

**STANDARD SPECIAL CONDITIONS APPLICABLE TO ALL NTS LICENSEES:  
PART B**

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**Standard Special Condition B3. Cross-border capacity**

1. The licensee shall build sufficient cross-border capacity to integrate European transmission infrastructure accommodating all economically reasonable and technically feasible demands for capacity and taking into account security of gas supply. The terms used in this Condition shall have the meaning given to them by the Directive.

**Condition B4. Notification of changes that may affect eligibility for certification**

1. Where the licensee has made or makes an application for certification under section 8D of the Act, if at any time prior to the Authority notifying the licensee of its final certification decision under section 8F(7) of the Act the licensee knows or reasonably should know of any event or circumstance that has occurred or is likely to occur that may affect its eligibility for certification, the licensee shall as soon as reasonably practicable notify the Authority in writing of the event or circumstance and the reasons it considers that the event or circumstance may affect its eligibility for certification.
2. Where the licensee has been certified, if at any time the licensee knows or reasonably should know of any event or circumstance that has occurred or is likely to occur that may affect its eligibility for certification, the licensee shall as soon as reasonably practicable notify the Authority in writing of the event or circumstance and the reasons it considers that the event or circumstance may affect its eligibility for certification.
3. If at any time from 3 March 2013 the licensee knows or reasonably should know that any event or circumstance has occurred, or is likely to occur, that may cause the Authority to think that the licensee is or may become a person from a third country, or that a person from a third country has or may take control of the licensee, the licensee shall as soon as reasonably practicable notify the Authority in writing.
4. If at any time from the relevant date the licensee exercises or is likely to exercise any shareholder right or right of appointment in the circumstances described in section 8O of the Act, the licensee shall as soon as is reasonably practicable notify the Authority in writing of the right that has been or is likely to be exercised and the effect of exercising that right.
5. Where the licensee has been certified, by 31 July of each year following certification the licensee shall provide the Authority with a written declaration, approved by a resolution of the board of directors of the licensee and signed by a director of the licensee pursuant to that resolution, setting out:
  - (a) whether any event or circumstance has occurred in the previous 12 month period, or such part of that 12 month period since the licensee was certified, that may affect the licensee's eligibility for certification, and if so, the reasons it considers that the event or circumstance may affect its eligibility for certification;

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(b) whether any event or circumstance has occurred, or is likely to occur, that may cause the Authority to think that the licensee has become a person from a third country, or a person from a third country has taken control of the licensee, in the previous 12 month period or such part of that 12 month period since the licensee was certified, providing that the licensee is only required to provide a written declaration under this paragraph (b) in relation to a period that occurs after 3 March 2013; and

(c) whether the licensee has exercised any shareholder right or right of appointment in the circumstances described in section 8O of the Act in the previous 12 month period or such part of that 12 month period since the licensee was certified and if so the effect of exercising that right, providing that the licensee is only required to provide a written declaration under this paragraph (c) where it has been certified on the certification ground in section 8G(3) of the Act and in relation to a period that occurs after the relevant date.

**6. In this condition:**

“certified” has the same meaning as in section 8Q of the Act;

“control” has the same meaning as in section 8Q of the Act;

“person from a third country” has the same meaning as in section 8Q of the Act;

“relevant date” has the same meaning as in section 8O of the Act;

“shareholder right” has the same meaning as in section 8Q of the Act.

**Condition B5. Regional Cooperation**

1. If the licensee is a vertically integrated undertaking it may participate in a joint undertaking established for the purposes of facilitating regional co-operation pursuant to Article 7 of the Directive and Article 12 of the Regulation.
2. The compliance officer of the licensee appointed under Standard Special Condition A34 (Appointment of Compliance Officer) shall, in addition to the duties assigned to him under that condition, monitor compliance with a compliance programme which must be established and implemented by the joint undertaking to ensure that discrimination and anti-competitive conduct is excluded.
3. In this condition:  
“vertically integrated undertaking” has the meaning given in Article 2 of the Directive.

**Standard Special Condition B6. Application of Standard Special Conditions B7, B8, B9, B10, B11 and B12**

- 1 Subject to the operation of this condition, Standard Special Conditions B7 (Provision of Meters), B8 (Provision of Terms), B9 (Non-discrimination in the provision of Metering Activities), B10 (Provision of services for specific domestic customer groups), B11 (Arrangements for access to premises) and B12 (Reporting on performance) (in whole or in part) shall not be in effect in this licence.
  
- 2 If the Authority consents, pursuant to section 8AA of the Act, to the transfer of the gas transporter licence as held (as at 1 April 2016) by National Grid Gas plc (the company registered in England and Wales under company number 02006000) in respect of its distribution networks, the Authority may issue a direction to the licensee specifying that Standard Special Conditions B7, B8, B9, B10, B11 and B12 shall be in effect within this licence from the date of such consent.

**Standard Special Condition B7. Provision of Meters**

1. Subject to Standard Special Condition B6 (Application of Standard Special Conditions B7, B8, B9, B10, B11 and B12), this condition shall not be in effect in this licence.
2. This condition applies only in relation to the provision of gas meters other than:
  - (a) a gas meter capable of forming part of a smart metering system;
  - (b) an advanced domestic meter; or
  - (c) a prepayment advanced domestic meter.
3. Except in so far as the Authority otherwise consents, the licensee shall comply with any reasonable request by a relevant gas transporter, pursuant to paragraph 2(b) of Standard Special Condition D17 (Provision and Return of Meters) of the DN operator gas transporter licence, to provide, through a meter ~~asset equipment~~ manager and install at the premises of a domestic customer, a gas meter owned by the licensee and of a type specified by the supplier subject, however, to a meter of that type being reasonably available to the licensee and the supplier agreeing to pay the licensee's charges in respect of that meter.
4. Where any gas meter owned by the licensee is disconnected by, or returned to, the licensee it shall promptly make an appropriate record of the details displayed on the register of the meter at the time of disconnection or return and of such other information in its possession as shall subsequently enable the identity of, and the date of disconnection or return of, the meter and the premises from which it was disconnected to be ascertained, and shall keep such a record for a period of not less than 2 years from the date of the disconnection or return, whichever is the later.
5. Where the licensee has reasonable cause to believe that any gas meter owned by it and disconnected by, or returned to, it is or may be relevant to -
  - (a) any investigation, proceedings or possible proceedings relating to the alleged theft of gas by any person or to an alleged offence under paragraph 10(1) of Schedule 2B to the Act; or

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(b) any dispute as to the accuracy of the meter,

the licensee shall use all reasonable endeavours to keep the meter in safe custody in the standard condition in which it was when disconnected or returned and with the register unaltered -

(i) during the period of 6 months beginning with the date on which the meter was disconnected or returned, for as long as the licensee continues to have

reasonable cause to believe that the meter is or may be so relevant; and

(ii) thereafter, for as long as, to the licensee's knowledge, the meter is so relevant.

6. When the licensee receives, in connection with a proposed connection or disconnection of a meter, such a notice as is mentioned in sub-paragraph (1) of paragraph 12 of Schedule 2B to the Act or receives information in pursuance of sub-paragraph (3) of that paragraph, it shall promptly give the relevant shipper a copy thereof and furnish it with any further information relating to the meter which is requested by the relevant shipper and which the licensee either has or may readily obtain.

7. Subject to any direction given by the Authority, this condition shall cease to have effect on 31 December 2024.



**Standard Special Condition B8. Provision of Terms**

1. Subject to Standard Special Condition B6 (Application of Standard Special Conditions B7, B8, B9, B10, B11 and B12), this condition shall not be in effect in this licence.
2. This condition applies only in relation to the provision of gas meters other than:
  - (a) a gas meter capable of forming part of a smart metering system;
  - (b) an advanced domestic meter; or
  - (c) a prepayment advanced domestic meter.
3. Where the licensee receives a request from a relevant gas transporter, pursuant to paragraph 2(b) of Standard Special Condition D17 (Provision and Return of Meters) of the DN operator gas transporter licence, the licensee shall provide to the supplier the terms provided for in paragraph 5.
4. Where the licensee is required to provide the services described in paragraph 3 of Standard Special Condition B7, it shall be the duty of the licensee to provide those services on reasonable terms.
5. The terms referred to in paragraph 3 are the licensee's terms regarding:
  - (a) the date by which the services required shall be provided (time being of the essence unless otherwise agreed between the parties);
  - (b) the charges to be paid in respect of the services required, such charges (save to the extent set out in any direction under paragraph 12 or unless manifestly inappropriate):
    - (i) to be presented in such a way as to be referable to the statements prepared in accordance with paragraph 7 of this condition, or any revision thereof; and

(ii) to be set in conformity with the requirements of paragraphs 6 to 9 of this condition; and

(c) such other detailed terms in respect of each of the services required as are or may be appropriate for the purpose of the agreement.

6. The licensee shall provide to the supplier such terms as are referred to in paragraph 5 as soon as practicable and (save where the Authority consents to a longer period) in any event not more than 28 days after receipt by the licensee from the relevant gas transporter of any request containing all such information as may reasonably be required for the purpose of formulating the terms of the agreement.

7. The licensee shall as soon as reasonably practicable prepare statements in a form approved by the Authority setting out:

(a) the basis upon which charges for the provision of services of a type described in paragraph 3 will be made; and

(b) information relating to the other terms that will apply to the provision of each service,

in each case in such form and with such detail as shall be necessary to enable any supplier to make a reasonable estimate of the charges to which he would become liable for the provision of such services and of the other terms, likely to have a material impact on the conduct of his business, upon which the service would be provided and (without prejudice to the foregoing) including the information set out in paragraph 8.

8. The statements referred to in paragraph 7 shall include:

(a) a schedule of charges for such services; and

(b) an explanation of the methods by which and the principles on which such charges will be calculated.

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9. The licensee may periodically review the information set out in and, with the approval of the Authority, alter the form of the statements prepared in accordance with paragraph 7 and shall, at least once in every year that this licence is in force, make any necessary revisions to such statements in order that the information set out in the statements shall continue to be accurate in all material respects.
10. The licensee shall send a copy of the statements prepared in accordance with paragraph 7, and of each revision of such statements in accordance with paragraph 9, to the Authority.
11. The licensee shall give or send a copy of the statements prepared in accordance with paragraph 7, or (as the case may be) of the latest revision of such statements in accordance with paragraph 9, to any supplier following a request from a relevant gas transporter, pursuant to paragraph 2(b) of Standard Special Condition D17 (Provision and Return of Meters) of the DN operator gas transporter licence, who requests a copy of such statement or statements.
12. The licensee may make a charge for any statement given or sent pursuant to paragraph 11 of an amount which shall not exceed the amount specified in directions issued by the Authority for the purposes of this condition based on the Authority's estimate of the licensee's reasonable costs of providing such a statement.
13. The Authority, having regard, in particular, to any representations made to it by the licensee, and other persons may issue a direction relieving the licensee of its obligations under this condition to such extent and subject to such terms and conditions as it may specify in that direction.
14. Subject to any direction given by the Authority, the provisions of standard special conditions B7 and B8 of this licence shall cease to have effect on 31 December 2024.
15. For the purposes of Standard Special Conditions B7 and B8:

advanced domestic meter has the same meaning as that provided in

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Condition 25B.16 (Definitions for the purposes of interoperability of advanced domestic meters) of the standard conditions of the gas supply licence

meter ~~equipment~~ ~~asset~~ manager

has the same meaning as that provided in paragraph 1A of Standard Special Condition D17 (Provision and Return of Meters) of the DN operator gas transporter licence.

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prepayment advanced domestic meter

has the same meaning as that provided in Condition 25B.16 of the standard conditions of the gas supply licence

relevant gas transporter'

has the same meaning as that provided in paragraph 1 of Standard Special Condition A3 (Definitions and Interpretation).

smart metering system

has the same meaning as that provided in Condition 1 (Definition for standard conditions) of the standard conditions of the gas supply licence

supplier

references to supplier in Standard Special Conditions B7 and B8 are a reference to the relevant supplier (as defined in Standard Special Condition A3 (Definitions and Interpretation)) who has made a request, pursuant to paragraph 1 of Standard Special Condition D17 of the DN operator gas transporter licence, and which forms the basis of a request from a relevant gas transporter to the licensee, pursuant to paragraph 2(b) of Standard Special Condition D17 of the DN operator gas transporter licence

**Standard Special Condition B9. Non-discrimination in the Provision of Metering Activities**

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1. Subject to Standard Special Condition B6 (Application of Standard Special Conditions B7, B8, B9, B10, B11 and B12), this condition shall not be in effect in this licence.
2. The licensee shall avoid undue discrimination and undue preference between any persons or class or classes of persons in the provision of metering activities.
3. Without prejudice to paragraph 2 and subject to paragraph 5 of this condition, the licensee shall not make charges for the provision of metering activities to any supplier or class or classes of supplier which differ in respect of any item separately identified in the statements referred to in paragraph 7 of Standard Special Condition B8 (Provision of Terms) from those for the provision of metering activities to any other gas supplier or class or classes of supplier except insofar as such differences reasonably reflect differences in the costs associated with such provision.
4. Notwithstanding paragraph 3 of this condition, the licensee shall not make any charges in respect of metering activities in respect of any item of charge separately identified in the statements referred to in paragraph 7 of Standard Special Condition B8 (Provision of Terms) on any supplier whose contract does not provide for him to receive the activity to which such item of charge refers.
5. The licensee shall not in setting charges in respect of metering activities restrict, distort or prevent competition in the supply or conveyance of gas.

**Standard Special Condition B10. Provision of services for specific domestic customer groups**

1. Subject to Standard Special Condition B6 (Application of Standard Special Conditions B7, B8, B9, B10, B11 and B12), this condition shall not be in effect in this licence.

**Arrangements in respect of meters**

2. Where a relevant supplier or a gas supplier who is about to become such a supplier has –
  - (a) pursuant to paragraph 1(d) of standard condition 26 (Services for specific Domestic Customer groups) of its supply licence transmitted to the licensee a request for the repositioning of a meter owned by the licensee; and
  - (b) undertaken to pay the licensee's reasonable expenses in complying with the request,

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

**Services for vulnerable domestic customers**

3. If a domestic customer who is of pensionable age, disabled, or chronically sick asks it to do so, the licensee must, free of charge, agree a password with that customer that can be used by any representative of the licensee to enable the customer to identify that person for the purpose of carrying out necessary work for which the password was agreed.
4. The licensee must provide facilities, free of charge to domestic customers, which enables any domestic customer who is:
  - (a) blind or partially sighted; or
  - (b) deaf or hearing-impaired and in possession of appropriate equipment,

to ask or complain about any service provided by the licensee.

**Provision of information**

5. The licensee must prepare a statement, in plain and intelligible language, that sets out and explains its arrangements for complying with its obligations under this condition.
6. In relation to the statement prepared under paragraph 5, the licensee must:
  - (a) publish the statement on and make it readily accessible from its website;
  - (b) at least once each year, take all reasonable steps to inform domestic customers whose premises are connected to the pipe-line system, of the existence of the statement and how to obtain it;
  - (c) when asked to do so, provide to a domestic customer whose premises are connected to the pipe-line system and who is blind, partially sighted, deaf, or hearing-impaired, the statement in a manner or a format that is suitable for that customer's special communication needs;
  - (d) when asked to do so, provide to a domestic customer whose premises are connected to the pipe-line system and whose first language is not English, such assistance or advice as will enable that customer to understand the contents of the statement; and
  - (e) give a copy of the statement on request and free of charge to any person.
7. The statement prepared under paragraph 5 may, at the licensee's choice, be published as a single document that may also include the statements referred to in Standard Special Condition B11 (Arrangements for access to premises)
8. For the purposes of this condition:

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



**Standard Special Condition B11. Arrangements for access to premises**

1. Subject to Standard Special Condition B6 (Application of Standard Special Conditions B7, B8, B9, B10, B11 and B12), this condition shall not be in effect in this licence.
2. The licensee must take all reasonable steps to ensure that each representative of the licensee who visits a customer's premises on its behalf:
  - (a) possesses the skills necessary to perform the required function;
  - (b) can be readily identified as a representative of the licensee by a member of the public;
  - (c) uses any password that the licensee has agreed with the customer in accordance with paragraph 3 of Standard Special Condition B10 (Provision of services for specific domestic customer groups);
  - (d) is a fit and proper person to visit and enter the customer's premises; and
  - (e) is able to inform the customer, on request, of the gas emergency helpline number.
3. The licensee must take all reasonable steps, where a representative exercises the powers of entry conferred by Schedule 2B (the Gas Code) to the Act, to avoid undue disturbance to owners or occupiers of premises as a result of visits being made to their premises by its representatives and the representatives of other licence holders exercising powers of entry for like purposes.
4. The licensee must prepare a statement that sets out, in plain and intelligible language, its arrangements for complying with its obligations under paragraph 2.

5. In relation to the statement prepared under paragraph 4 the licensee must:
- (a) publish that statement on and make it readily accessible from its website ;
  - (b) at least once each year, take all reasonable steps to inform customers whose premises are connected to the pipe-line system of the existence of the statement and how to obtain it;
  - (c) when asked to do so, provide to a customer whose premises are connected to the pipe-line system and, who is blind, partially sighted, deaf, or hearing-impaired, the statement in a manner or a format that is suitable for that customer's special communication needs;
  - (d) when asked to do so, provide to a customer, whose premises are connected to the pipe-line system and whose first language is not English, such assistance or advice as will enable that person to understand the contents of the statement; and
  - (e) give a copy of the statement on request and free of charge to any person.
6. The statement prepared under paragraph 4 may, at the licensee's choice, be prepared and published as a single document that may also include the statements referred to in Standard Special Condition B10 (Provision of services for specific domestic customer groups)
7. In paragraph 3, the reference to visiting premises includes a reference to entry under the authority of a warrant obtained under the Rights of Entry (Gas and Electricity Boards) Act 1954.

**Standard Special Condition B12. Reporting on Performance**

1. Subject to Standard Special Condition B6 (Application of Standard Special Conditions B7, B8, B9, B10, B11 and B12), this condition shall not be in effect in this licence.
2. The licensee must provide the Authority and Citizens Advice and Citizens Advice Scotland with information specified by the Authority relating to matters that it reasonably considers are relevant to the licensee's customers in relation to Standard Special Condition B10 (Provision of services for specific domestic customer groups), Standard Special Condition B11 (Arrangements for access to premises)
3. The information provided by the licensee under paragraph 2 must be in the form of a statistical record having such content and being presented in such a format and at such intervals of time as the Authority may from time to time direct.
4. Prior to issuing a direction under paragraph 3 the Authority must:
  - (a) consult with the licensee and Citizens Advice and Citizens Advice Scotland;  
and
  - (b) consider any representations received as part of the consultation, including any about the materiality of costs that are likely to be incurred by the licensee in obtaining the information to be specified in the direction.
5. The obligations of this condition shall apply in respect of the obligation under paragraph 3 of Standard Special Condition B7 (Provision of meters), to the extent that this condition is in effect.