

Annex 5 – Gas supply licence keeling schedule

[Note: Text shown in blue double underline are proposed additions and text shown in ~~red strikethrough~~ are proposed deletions]

Standard conditions of gas supply licence

To be added to the gas supply licence Section A: Information for all customers.

Data Retention

5.5 The licensee shall keep, for at least five years, the Relevant Data relating to any transactions in gas supply contracts and gas derivatives with wholesale customers, transmission system operators, storage facility and LNG import or export facility owners, or a person who sells gas to the licensee, which have been entered into by the licensee on or after the day on which the Electricity and Gas (Internal Markets) Regulations 2011 are made.

5.6 ~~With respect to transactions in gas derivatives, the obligation to keep the Relevant Data shall only apply once the European Commission has adopted guidelines pursuant to paragraph 4 of Article 44 of the Directive.~~ [Omitted]

Condition 21B. Billing based on meter readings

21B.5 The licensee must make available a Bill or statement of account to each of its Customers at least twice yearly and at least quarterly to any Customer who requests it or who has Online Account Management. This paragraph does not apply in relation to any Customer with:

- (a) a Prepayment Meter;
- (b) a Smart Metering System.

21B.5A The licensee must, where the Domestic Customer has a meter where access to remote readings for the licensee is enabled, offer to provide or make available accurate monthly billing information based on consumption, and subsequently provide or make available such billing information where requested by the Domestic Customer.

To be added to gas supply licence Section B: Standard Conditions for domestic suppliers.

Condition 22. Duty to offer and supply under Domestic Supply Contract

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Domestic terms

22.5. A Domestic Supply Contract or a Deemed Contract with a Domestic Customer entered into or negotiated on or after the day after the day on which the Electricity and Gas (Internal Markets) Regulations 2011 are made must include:

- (a) the identity and address of the licensee;
- (b) the services provided, including any maintenance services provided, and any service quality levels that are to be met;
- (c) if a connection is required, when that connection will take place;
- (d) the means by which up to date information on all applicable tariffs and any maintenance charges [*including in relation to a Tied Bundle*](#) may be obtained;
- (e) any conditions for renewal of the Domestic Supply Contract [*including in relation to a Tied Bundle*](#);

Condition 24. Termination of Domestic Supply Contracts

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Termination Fees

24.3 The licensee may include a term in a Domestic Supply Contract requiring a Domestic Customer to pay a Termination Fee to end that contract except in any of the following circumstances:

- (a) the contract is of an indefinite length;
- (b) without prejudice to sub-paragraph (a), the contract allows for both a fixed term period and a period of indefinite length and it is brought to an end during the period of indefinite length;

- (c) the licensee is required to give Notice of an increase in the Charges for the Supply of Gas or any Disadvantageous Unilateral Variation in accordance with paragraph 23.3 of standard condition 23 (Notification of Domestic Supply Contract terms); or
- (d) the contract is a Relevant Fixed Term Default Tariff

24.3A Any Termination Fee payable pursuant to paragraph 24.3 must be-

(a) proportionate; and

(b) must not exceed the direct economic loss to the licensee resulting from the Domestic Customer's termination of the Contract, including the costs of any Non- Energy Product comprised in any Tied Bundle that has already been provided to the Domestic Customer as part of the Contract.

Condition 27. Payments, Security Deposits, Disconnections and final Bills

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Customers in payment difficulty

27.5 Subject to 27.5A, the~~the~~ licensee must offer each of the services set out in paragraph 27.6 when it becomes aware or has reason to believe that a Domestic Customer is having or will have difficulty paying all or part of the Charges for the Supply of Gas.

27.5A Without prejudice to any other right or obligation under this licence, the licensee must not charge the Domestic Customer for providing the facilities or information set out in paragraph 27.6.

Condition 31H. Relevant Billing Information, Bills and statements of account

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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~~, ensuring that where a breakdown of the Domestic Customer's price is presented in bills that breakdown corresponds with the three main components set out in the table contained in Annex 1 to Regulation (EU) 2016/1952 of 26 October 2016 on European statistics on natural gas and electricity process and repealing Directive 2008/92/EC;
- (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; ~~and~~
- (d) if the Domestic Supply Contract or Deemed Contract provides for a future change of the product or price this must be indicated on the bill together with the date on which the change takes place.