

Gas and Electricity Markets Authority

ELECTRICITY ACT 1989
Standard conditions of
electricity supply licence

SECTION A: STANDARD CONDITIONS FOR ALL SUPPLIERS

Error! Bookmark not defined.

General arrangements

Error! Bookmark not defined.

Condition 0. Treating Domestic Customers Fairly **Error! Bookmark not defined.**

Condition 0A. Treating Microbusiness Consumers Fairly **Error! Bookmark not defined.**

Condition 1. Definitions for standard conditions 7

Condition 2. Interpretation of standard conditions 42

Condition 3. Application of Section B of standard conditions **Error! Bookmark not defined.**

Condition 4. Not used 46

Condition 4A. Operational capability **Error! Bookmark not defined.**

Condition 4B. Financial responsibility principle **Error! Bookmark not defined.**

Condition 4C. Ongoing fit and proper requirement **Error! Bookmark not defined.**

Condition 4D. Protecting Domestic Customer Credit Balances **Error! Bookmark not defined.**

Condition 5. Provision of Information to Authority and data retention **Error! Bookmark not defined.**

Condition 5A. Principle to be open and cooperative **Error! Bookmark not defined.**

Condition 5B. Independent Audits **Error! Bookmark not defined.**

Condition 6. Classification of premises **Error! Bookmark not defined.**

Continuity of supply

Error! Bookmark not defined.

Condition 7. Terms of Contracts and Deemed Contracts **Error! Bookmark not defined.**

Condition 7A. Supply to Micro Business Consumers **Error! Bookmark not defined.**

Condition 7B. (Not Used – refer to standard condition 0A) **Error! Bookmark not defined.**

Condition 7C. Restriction on supplying Green Deal Premises **Error! Bookmark not defined.**

Condition 7D. Supply to Certain Micro Business Consumers – additional requirements **Error! Bookmark not defined.**

Condition 8. Obligations under Last Resort Supply Direction **Error! Bookmark not defined.**

Condition 9. Claims for Last Resort Supply Payment **Error! Bookmark not defined.**

Condition 10. Restriction or revocation of licence **Error! Bookmark not defined.**

Industry activities and procedure 46

Condition 11. Compliance with codes Industry Codes	Error! Bookmark not defined.
Condition 11A. Security Arrangements	Error! Bookmark not defined.
Condition 11B. Retail Energy Code	Error! Bookmark not defined.
Condition 12. Matters relating to Electricity Meters	Error! Bookmark not defined.
Condition 12.A. Matters relating to Theft of Electricity	Error! Bookmark not defined.
Condition 13. Arrangements for site access	Error! Bookmark not defined.
Condition 14. Customer transfer blocking	Error! Bookmark not defined.
Condition 14A. Customer transfer	Error! Bookmark not defined.
Condition 15. Assistance for areas with high distribution costs scheme, Energy Administration Orders, ESC Administration Orders and SMCL Administration Orders: payments to the <u>ISOP</u> System Operator	47
Conditions 16 to 19 (Not used)	Error! Bookmark not defined.
Condition 19A. Financial information reporting	Error! Bookmark not defined.
Condition 19AA. Notification requirements regarding significant commercial/personnel developments	Error! Bookmark not defined.
Condition 19B. Prohibition of cross-subsidies	Error! Bookmark not defined.
Condition 19C. Customer supply continuity plans	Error! Bookmark not defined.
Condition 19D. Trade Sales	Error! Bookmark not defined.

Information for all Customers **Error! Bookmark not defined.**

Condition 20. Enquiry service, Supply Number and dispute settlement – for Non-Domestic Customers	Error! Bookmark not defined.
Condition 21. Fuel mix disclosure arrangements	Error! Bookmark not defined.
Condition 21A. Provision of the annual statement of supply to Participants of the Carbon Reduction Commitment (CRC) Energy Efficiency Scheme	Error! Bookmark not defined.
Condition 21B. Billing based on meter readings	Error! Bookmark not defined.
Condition 21BA. Backbilling	Error! Bookmark not defined.
Condition 21C. Declaration of a Licensee’s FIT status	Error! Bookmark not defined.
Condition 21D. Tariffs with Environmental Claims	Error! Bookmark not defined.

SECTION B: STANDARD CONDITIONS FOR DOMESTIC SUPPLIERS **Error! Bookmark not defined.**

Regulation of Domestic Supply Contracts Error!
Bookmark not defined.

Condition 22. Duty to offer and supply under Domestic Supply Contract Error!
Bookmark not defined.

Licensee's obligations Error! Bookmark not defined.

Condition 22A. Unit Rate, Standing Charge and Tariff Name requirements Error!
Bookmark not defined.

Condition 22B. Requirements to make all tariffs available to new and existing customers Error! Bookmark not defined.

Condition 22C. Fixed Term Supply Contracts Error! Bookmark not defined.

Condition 22D. Dead Tariffs Error! Bookmark not defined.

Condition 22E. Unmetered Supply Arrangements Error! Bookmark not defined.

Condition 22F. Not Used Error! Bookmark not defined.

Condition 22G. Requirements for Restricted Meters Error! Bookmark not defined.

Condition 23. Notification of Domestic Supply Contract terms Error! Bookmark not defined.

Condition 23A. Mutual variations Error! Bookmark not defined.

Condition 24. Termination of Domestic Supply Contracts Error! Bookmark not defined.

Condition 24A. Market Stabilisation Charge Error! Bookmark not defined.

Domestic Customer protection Error! Bookmark not defined.

Condition 25. Informed choices – Tariff comparability and marketing Error!
Bookmark not defined.

Condition 25A. (Not used.) Error! Bookmark not defined.

Condition 25B. Interoperability of Advanced Domestic Meters Error! Bookmark not defined.

Condition 25C. (Not Used – refer to standard condition 0) Error! Bookmark not defined.

Condition 25D. Power to direct payment of rebates to Domestic Customers Error!
Bookmark not defined.

Condition 25E. Power to direct Energy Bill Support Scheme Payments to Domestic Customers Error! Bookmark not defined.

Condition 26. Priority Services Register Error! Bookmark not defined.

Condition 27. Payments, Security Deposits, Disconnections, Direct Debits, and Final Bills Error! Bookmark not defined.

Condition 27A. Self-disconnection Error! Bookmark not defined.

Condition 28. Prepayment Meters Error! Bookmark not defined.

Condition 28A. Prepayment Charge Restriction	Error! Bookmark not defined.
Condition 28AA. Regulation of charges for certain Domestic Customers	Error! Bookmark not defined.
Condition 28AD. Regulation of charges for Domestic Customers supplied under certain Domestic Supply Contracts	Error! Bookmark not defined.
Condition 28B. Not used	Error! Bookmark not defined.
Condition 28C. Milestone assessments	Error! Bookmark not defined.
Condition 29. (Not used)	Error! Bookmark not defined.
Condition 30. Ringfencing the Renewables Obligation	Error! Bookmark not defined.

Domestic Customer information **Error! Bookmark not defined.**

Conditions 31 to 31D – Not Used	Error! Bookmark not defined.
Condition 31E. Overarching requirements	Error! Bookmark not defined.
Condition 31F. Encouraging and enabling engagement	Error! Bookmark not defined.
Condition 31G. Assistance and advice information	Error! Bookmark not defined.
Condition 31H. Relevant Billing Information, Bills and statements of account	Error! Bookmark not defined.
Condition 31I. Contract changes information (notifications of price increases, disadvantageous unilateral variations and end of fixed term contracts)	Error! Bookmark not defined.
Condition 32. Reporting on performance	Error! Bookmark not defined.
Condition 32A. Power to direct suppliers to test consumer engagement measures	Error! Bookmark not defined.

SECTION C: STANDARD CONDITIONS FOR ALL

SUPPLIERS **Error! Bookmark not defined.**

Feed-in tariff arrangements **Error! Bookmark not defined.**

Condition 33. Feed-in Tariffs	Error! Bookmark not defined.
Condition 34: Implementation of Feed-in Tariffs	Error! Bookmark not defined.
Condition 35: Central Charge Database	Error! Bookmark not defined.
Condition 36: Green Deal obligations	Error! Bookmark not defined.
Condition 37: Green Deal information requirements	Error! Bookmark not defined.
Condition 38: Green Deal Arrangements Agreement	Error! Bookmark not defined.
Condition 38A. Offtaker of Last Resort	Error! Bookmark not defined.

- Condition 39: Smart Metering System – Roll-out, Installation and Maintenance **Error! Bookmark not defined.**
- Condition 39A: Qualifying Metering Systems – Post-2020 Roll-out and Installation **Error! Bookmark not defined.**
- Condition 40: Provision of an In-Home Display **Error! Bookmark not defined.**
- Condition 41: Smart Metering Installation and Installation Code of Practice – Domestic Customers **Error! Bookmark not defined.**
- Condition 42: Smart Metering Installation and Installation Code of Practice – Micro Business Consumers **Error! Bookmark not defined.**
- Condition 43: Roll-out Reporting and Provision of Information to the Secretary of State **Error! Bookmark not defined.**
- Condition 44: Roll-out Reporting, Setting and Achieving Annual Milestones, and Provision of Information to the Authority **Error! Bookmark not defined.**
- Condition 44A: Roll-out and Installation of smart meters – Licensees reporting and publication requirements to the Authority **Error! Bookmark not defined.**
- Condition 45: Smart Metering Consumer Engagement **Error! Bookmark not defined.**
- Condition 45A: Smart Metering Consumer Engagement **Error! Bookmark not defined.**
- Condition 46: Security Controls in Relation to Smart Metering Systems **Error! Bookmark not defined.**
- Condition 46A: Security Controls in Relation to Smart Metering Systems Enrolled with the DCC **Error! Bookmark not defined.**
- Condition 47: Smart Metering – Matters Relating To Obtaining and Using Consumption Data 51
- Condition 48: The Smart Energy Code **Error! Bookmark not defined.**
- Condition 49: Smart Metering Systems and In-Home Displays – Operational Requirements **Error! Bookmark not defined.**
- Condition 50 Smart Metering - Continuation of Arrangements on Change of Supplier **Error! Bookmark not defined.**
- Condition 51. Smart Metering – Customer Access to Consumption Data **Error! Bookmark not defined.**
- Condition 52: Smart Metering Systems – Requirements for Specified Optional Equipment Requirements on Installation **Error! Bookmark not defined.**
- Condition 53: Not Used **Error! Bookmark not defined.**
- Condition 54. Enrolment of Smart Metering Systems **Error! Bookmark not defined.**
- Condition 55. Smart Metering – The Alt HAN Arrangements **Error! Bookmark not defined.**

Condition 56: Database to facilitate customer engagement **Error! Bookmark not defined.**

Condition 57: Smart Export Guarantee **Error! Bookmark not defined.**

Condition 58: Implementation of Smart Export Guarantee **Error! Bookmark not defined.**

Condition 59: Directions relating to schemes to provide payments to alternative fuel users **Error! Bookmark not defined.**

Schedule A to standard condition 57 of the electricity supply licence
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Condition 1. Definitions for standard conditions

- 1.1 This condition sets out most of the 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.
- 1.2 But some defined words and expressions used in standard condition 15 (Assistance for areas with high distribution costs scheme: payments to ~~System Operator~~ the ISOP) and standard condition 21 (Fuel mix disclosure arrangements) and their definitions are included in those conditions.

Definitions in alphabetical order

- 1.3 In this licence, unless the context otherwise requires:

About Your Tariff Label	has the meaning given in standard condition 31F.10;
Account Management Arrangement	means: (a) where the Domestic Customer is subject to Offline Account Management, Offline Account Management; or (b) where the Domestic Customer is subject to Online Account Management, Online Account Management;
Act	means the Electricity Act 1989;
Active Supplier	is a supplier that is actively engaging in the act of supplying electricity to one or more Domestic Customers and / or one or more Non Domestic Customers;
Additional Electricity Smart Meter	means a device which: (a) is either a SMETS1 ESME, or is a device installed (or to be installed) at premises which: (i) consists of the components or other apparatus identified in; and

- (ii) as a minimum, has the functional capability specified by and complies with the other requirements of,

the part(s) of the ESME Technical Specification in a Version of the ESME Technical Specification which was within its Installation Validity Period on the date on which the device was installed; and

- (b) is installed at premises in such a manner and/or configuration that it is:

- (i) joined to a Communications Hub Function at the premises; but
- (ii) incapable of being used for the purposes of determining the quantity of electricity supplied to the premises.

Affiliate

means, in relation to an Electricity Supplier, any holding company or subsidiary or subsidiary undertaking of a holding company of the licensee, in each case within the meaning of the Companies Act 2006;

Affiliate Electricity Licensee

means any Subsidiary, Holding Company, or Subsidiary of a Holding Company of the licensee which holds an electricity supply licence granted or treated as granted pursuant to section 6(1)(d) of the Electricity Act 1989;

Affiliate Licensee

means any Subsidiary, Holding Company, or Subsidiary of a Holding Company of the licensee which holds a gas supply licence granted or treated as granted pursuant to section 7A(1) of the Gas Act 1986 and/or an electricity supply licence granted or treated as granted pursuant to section 6(1)(d) of the Electricity Act 1989;

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 Electricity 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 Electricity 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 Consumption Details means:

- (a) where the Customer has held their Domestic Supply Contract or Micro Business Consumer Contract (as applicable) for at least 12 months and the licensee has obtained actual meter readings (including meter readings provided by the Customer and accepted by the licensee in accordance with standard condition 21B) which can reasonably be considered to cover the whole of that 12 month period, the quantity of electricity which was treated as consumed at the Customer's Domestic Premises or Non-Domestic Premises (as applicable) during the previous 12 months on the basis of those meter readings; or
- (b) where the Customer has held their Domestic Supply Contract or Micro Business Consumer Contract (as applicable) for:
 - (i) less than 12 months; or
 - (ii) at least 12 months and the licensee has not obtained actual meter readings (including meter readings provided by the Customer and accepted by the licensee in accordance with standard condition 21B) which can reasonably be considered to cover the whole of that 12 month period,

the licensee's best estimate of the quantity of electricity that the Customer may be expected to consume during a 12 month period having regard to any relevant information that is available to the licensee or which the licensee could otherwise have reasonably ascertained (including any actual meter readings that have been obtained and which cover part of the previous 12 months);

Applicable Customer means, in relation to an application made by the licensee to the Authority in accordance with standard condition 10 (Restriction or revocation of licence), a Customer if:

- (a) immediately before the restriction or revocation takes effect, his premises are being supplied with electricity by the licensee; and
- (b) in the case of a restriction, his premises will be excluded by it from this licence;

Application Regulations	means regulations made under section 6A of the Act that set out the form and manner in which applications for an Electricity Supply Licence or an extension or restriction of such a licence are to be made;
ARS Specified Date	means 30 June 2021 or such later date as may be specified in a direction issued by the Secretary of State.
Authorised	in relation to any business or activity, means authorised by licence granted or treated as granted under section 6 of the Act or, in appropriate cases, by exemption granted under section 5 of the Act;
Authorised Electricity Operator	means any person (other than the licensee) who is Authorised <u>to hold an electricity system operator licence, or</u> to generate, participate in the transmission of, distribute or supply electricity, participate in the operation of an Interconnector or provide a smart meter communications service and includes any person who has made an application to be so Authorised which has not been refused and any person transferring electricity to or from or across an Interconnector or who has made an application for use of an Interconnector which has not been refused;
Authority	means the Gas and Electricity Markets Authority established under section 1 of the Utilities Act 2000;
Balancing and Settlement Code	means the Balancing and Settlement Code provided for in standard condition E3E1 (Balancing and Settlement Code (BSC)) of the Transmission <u>Electricity System Operator</u> Licence;
Bill	means an invoice or a demand for payment or any other instrument of the same or similar character and purpose;
Category A Metering Arrangement	means using an Electricity Meter on the basis of contractual arrangements whereby the Domestic Customer is required to pay for the Charges for the Supply of Electricity on the basis of a single Unit Rate;
Category B Metering Arrangement	means using an Electricity Meter on the basis of any contractual arrangement (other than a Category C Metering Arrangement, Category D Metering Arrangement, or Category E Metering Arrangement) whereby the Domestic Customer is required to pay for the Charges for the Supply of Electricity on the basis of Time of Use Rates;
Category C Metering Arrangement	means using an Electricity Meter on the basis of contractual arrangements (other than a Category D Metering Arrangement or Category E Metering Arrangement) whereby the Domestic Customer is required to pay for the Charges for the Supply of

Electricity on the basis of two separate Unit Rates in circumstances where, during each period of 24 hours, one Unit Rate applies to up to two separate specified periods of time during that period of 24 hours and the other Unit Rate applies to the remaining separate periods of time during that period of 24 hours;

Category D Metering Arrangement

means using an Electricity Meter on the basis of contractual arrangements (other than a Category C Metering Arrangement or Category E Metering Arrangement) whereby the Domestic Customer is required to pay for the Charges for the Supply of Electricity on the basis of two or three separate Unit Rates in circumstances where, during each period of 24 hours:

- (a) one Unit Rate applies to a specified period of time during that period of 24 hours ("Period A");
- (b) one Unit Rate applies to a specified period of time which is different to Period A during that period of 24 hours ("Period B");
- (c) one Unit Rate applies to the remaining periods of time during that period of 24 hours which are separate to Period A and Period B;

Category E Metering Arrangement

means using an Electricity Meter on the basis of any contractual arrangement (other than a Category C Metering Arrangement or Category D Metering Arrangement) whereby the Domestic Customer is required to pay for the Charges for the Supply of Electricity on the basis of Time of Use Rates in circumstances where, during each period of 24 hours:

- (a) one or more Unit Rates apply to different periods of time which are determined by the licensee and/or a Licensed Distributor and activated via the use of radio signals during that period of 24 hours; and
- (b) no more than one Unit Rate applies at any given period of time during that period of 24 hours;

Central Charge Database

has the meaning given in paragraph 1 of standard condition 35;

CH Technical Specification

means the Communications Hub Technical Specification, being the document (or part of a document) which:

- (a) identifies itself as such; and

	(b) applies in respect of a Communications Hub installed or provided for the purposes of the supply of electricity.
Charges	means Charges for the Supply of Electricity and Green Deal Charges;
Charges for the Supply of Electricity	means, as between the licensee and a Customer, charges made by the licensee in respect of the supply of electricity to that Customer's premises, including (but not limited to) any Unit Rate (or, where applicable, Unit Rates), a Standing Charge (or, where applicable, Standing Charges) and any charges made for the provision of an Electricity Meter;
Citizens Advice	means the National Association of Citizens Advice Bureaux;
Citizens Advice Scotland	means the Scottish Association of Citizens Advice Bureaux;
Citizens Advice consumer service	an online, telephone or face to face service provided by Citizens Advice or Citizens Advice Scotland that provides advice in response to enquiries from individual consumers acting alone or in groups;
Closed Fixed Term Tariff	means a Tariff in respect of a Fixed Term Supply Contract which is no longer capable of being entered into by any Domestic Customer or Domestic Customers;
Communications Hub	means: (a) a device identified as a communications hub by the DCC, taken together with (b) any aerial which is required for the effective operation of that communications hub and is (or will be, when they are both installed) either a part of that device or situated adjacent to it, in each case as provided by the DCC in accordance with its obligations under Part E of Condition 17 of the DCC Licence (Terms for the Provision of the Communications Hub Service).
Communications Hub Function	has the meaning given to it in the Smart Energy Code.
Compatible	in respect of a Version of a Technical Specification, means that the relevant Version of the Technical Specification is not

incompatible, in accordance with the meaning given to the term 'incompatible' in Section F2.12 of the Smart Energy Code, with a Version of any other Technical Specification as identified in the matrix created and published by the SEC Panel pursuant to Section F2.11 of the Smart Energy Code.

Compensation Payment

means any payment made by the licensee (including any voluntary payment) to a specific Domestic Customer in accordance with any customer service, complaint handling or redress arrangements which:

- (a) in the case of a payment which is required by the Authority, any legislation, licence conditions, formal redress arrangement, or by the courts, is the payment which the licensee is required to provide; and
- (b) in all other cases, is a payment which is made solely on the basis of a specific issue which:
 - (i) relates to customer service, complaint handling or redress; and
 - (ii) specifically affects the Domestic Customer to whom the payment is made;

Connection and Use of System Code

means the Connection and Use of System Code provided for in ~~standard condition E2~~ (Connection and Use of System Code (CUSC)) of the ~~Transmission~~ **Electricity System Operator** Licence;

Consequential Change

means a modification required to an Industry Code to which the licensee is a party, solely to give full and timely effect to a modification made to that or any other Industry Code;

Contingent Discount

means a Discount which is not a Non-Contingent Discount and includes a Termination Fee;

Contract

includes, as between the licensee and a Customer, a contract deemed to have been made because of paragraph 23 of Schedule 7 to the Utilities Act 2000 but does not include a Deemed Contract and related expressions must be read accordingly;

Credit Limiting

means the practice by which the licensee limits the amount by which the total Charges for the Supply of Electricity accrued by a Domestic Customer under a Domestic Supply Contract may exceed the payments made by that Domestic Customer to the licensee under or in accordance with the relevant Domestic Supply Contract and related expressions must be read accordingly;

Current Transformer Electricity Meter	Means an Electricity Meter which uses a current transformer as part of the mechanism for measuring the electric current;
Customer	means any person supplied or requiring to be supplied with electricity at any premises in Great Britain but does not include any Authorised Electricity Operator in its capacity as such;
Customer Credit Balances	means the amount by which any payment made by the Customer to the licensee under or in accordance with the relevant Domestic Supply Contract and/or Non-Domestic Supply Contract which exceeds the total amount of Charge which is due and payable by the Customer to the licensee under that Domestic Supply Contracts and/or Non-Domestic Supply Contracts minus any amount refunded to the Customer;
DCC	means the holder of the DCC Licence.
DCC Licence	means the licence for the provision of a smart meter communication service granted pursuant to section 6(1)(f) or 6(1A) of the Electricity Act 1989.
Dead Tariff	means a Tariff in respect of an Evergreen Supply Contract which is not a Live Evergreen Tariff;
Deemed Contract	means, as between the licensee and a Customer, a contract deemed to have been made because of paragraph 3 of Schedule 6 to the Act but does not include a contract deemed to have been made because of paragraph 23 of Schedule 7 to the Utilities Act 2000;
Designated Premises	means Non-Domestic Premises at which a metering point falls within profile class 1, 2, 3 or 4 as defined in the Balancing and Settlement Code on 30 November 2012;
Directive	means Directive 2009/72/EC of the European Parliament and of the Council of 13 July 2009 concerning common rules for the internal market in electricity and repealing Directive 2003/54/EC(a) as it has effect immediately before IP completion day as read with the modifications set out in the Act;
Disadvantageous Unilateral Variation	is to be interpreted in accordance with paragraph 23.3 of standard condition 23;
Disconnect	in relation to the supply of electricity only, means to stop that supply to a Domestic Premises and related expressions must be read accordingly;
Discount	means (excluding a Compensation Payment, an Outstanding Charges Discount, a Payment Difficulty Discount, FIT Payments and a Warm Home Discount) any form of payment, saving,

rebate, benefit or reward (whether financial or otherwise) which is in any way linked or otherwise relates to a Domestic Supply Contract or Deemed Contract (and, for the avoidance of doubt, includes goods and services provided to a Domestic Customer free of charge or at a reduced charge);

Distribution Code	means, in relation to any Licensed Distributor, the Distribution Code required to be prepared by it and approved by the Authority in accordance with standard condition 9 (Distribution Code) of the Distribution Licence
Distribution Connection and Use of System Agreement	means the Distribution Connection and Use of System Agreement designated by the Authority in accordance with standard condition 9B (Distribution Connection and Use of System Agreement) of the Distribution Licence;
Distribution Licence	means a distribution licence granted or treated as granted under section 6(1)(c) of the Act;
Distribution Services Area	has the meaning given in and is to be interpreted in accordance with standard condition 2 (Application of Section C (Distribution Services Obligations)) of the Distribution Licence;
Distribution System	has the meaning given in standard condition 1 (Definitions and Interpretation) of the Distribution Licence;
Domestic Customer	means a Customer supplied or requiring to be supplied with electricity at Domestic Premises but excludes such Customer insofar as he is supplied or requires to be supplied at premises other than Domestic Premises;
Domestic Premises	has the meaning given in and is to be interpreted in accordance with standard condition 6 (Classification of premises);
Domestic Supply Contract	means a Contract for the supply of electricity to Domestic Premises;
Domestic Supply Direction	means a direction issued by the Authority under paragraph 3 of standard condition 3 (Application of Section B of standard conditions) to give effect to Section B of the standard conditions;
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;
Dual Fuel Discount	means a Discount which the licensee may apply to a Tariff on the basis that the Same Domestic Customer is supplied with both

electricity and gas from the licensee or the licensee and an Affiliate Licensee at the same Domestic Premises;

Electricity Meter means a meter which conforms to the requirements of paragraph 2 of Schedule 7 to the Act and is of an appropriate type for measuring the quantity of electricity supplied;

Electricity Supplier means any person Authorised to supply electricity;

Electricity Supply Licence means an electricity supply licence granted or treated as granted under section 6(1)(d) of the Act;

Electricity System Operator Licence Means a licence granted or treated as granted under section 6(1) of the Act;

Electronic Communication means a message comprising text or an image of text that:

- (a) is sent over a Public Electronic Communications Network;
- (b) can be stored in that network or in the recipient's terminal equipment until it is collected by the recipient; and
- (c) is in a particular form and is used for a particular purpose and the recipient of it has expressed a willingness, to the sender, to receive it in that form and for that purpose;

means a Discount which is a monetary amount of a precise financial value and which is applied directly to a Unit Rate (or, if applicable, Unit Rates) or a Standing Charge (or, if applicable, Standing Charges);

Energy Discount means a Discount which is a monetary amount of a precise financial value and which is applied directly to a Unit Rate (or, if applicable, Unit Rates) or a Standing Charge (or, if applicable, Standing Charges);

Energy Performance Certificate has the meaning given to "energy performance certificate" in regulation 2(1) of (as the context requires):

- (a) the Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007; or
- (b) the Energy Performance of Buildings (Scotland) Regulations 2008;

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;
EPC UPRN	means an Energy Performance Certificate Unique Property Reference Number;
EPC Reference Number	means the unique reference number under which data is registered pursuant to (as the context requires): <ul style="list-style-type: none">(a) regulation 31(3)(a) of the Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007; or(b) regulation 10(5)(a) of the Energy Performance of Buildings (Scotland) Regulations 2008;
ESME Technical Specification (or ESMETS)	has the meaning given to 'Electricity Smart Metering Equipment Technical Specification (or ESMETS)' in the Smart Energy Code.

Estimated Annual Costs

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

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

Estimated Annual Savings

means:

- (a) in the case of a Relevant Cheapest Tariff, the difference between the Estimated Annual Costs which apply to the Relevant Cheapest Tariff and the Domestic Customer’s Estimated Annual Costs; and

in the case of an Alternative Cheapest Tariff, the difference between the Estimated Annual Costs which apply to the Alternative Cheapest Tariff and the Domestic Customer’s Estimated Annual Costs;

Evergreen Supply Contract	means a Domestic Supply Contract (or, where applicable, part of a Domestic Supply Contract) which is for a period of an indefinite length and which does not contain a fixed term period that applies to any of the terms and conditions of that Domestic Supply Contract;
Exact Payment Method	means the exact name used by the licensee to describe the payment method that applies to a particular Tariff (which must include a description of the characteristics of the payment method and, where applicable, the frequency of the payment method);
Exact Tariff Name	means the full and exact name used by the licensee to describe and promote a particular Tariff;
Financial Ombudsman Service	means the ombudsman scheme referred to in section 225 of the Financial Services and Markets Act 2000;
Financial Year	means a period of 12 months beginning on 1 April each year and ending on 31 March of the next calendar year;
FIT Payments	is to be interpreted in accordance with standard condition 33;
Fixed Term Supply Contract	means a Domestic Supply Contract (or, where applicable, part of a Domestic Supply Contract) with a fixed term period that applies to any of the terms and conditions of that Domestic Supply Contract;
Form	includes the means by which information is communicated and the way in which information is presented or structured;
Fuel Security Code	means the Fuel Security Code designated by the Secretary of State;
Gas Supplier	means any person who holds a Gas Supply Licence;
Gas Supply Licence	means a gas supply licence granted or treated as granted under section 7A(1) of the Gas Act 1986;
Generation Licence	means a generation licence granted or treated as granted under section 6(1)(a) of the Act;
Green Deal Arrangements Agreement or GDAA	means the Green Deal Arrangements Schedule to the Retail Energy Code taken together with those provisions of the Retail Energy Code with which Green Deal Users are required to comply, as referred to in that schedule_ and providing for such

	matters as are set out in standard condition 38 (Green Deal Arrangements Agreement) i;
Green Deal Bill Payer	means a “bill payer” within the meaning of the Green Deal Regulations;
Green Deal Charge	means a payment required to be made under a Green Deal Plan by a Green Deal Bill Payer, as referred to in section 1(6) of the Energy Act 2011;
Green Deal Electricity Savings	means, the annual financial savings (or increased costs) on consumption from electricity, as identified by the Green Deal Provider and notified to the licensee for the relevant Green Deal Plan;
Green Deal Gas Savings	means the annual financial savings (or increased costs) on consumption from gas, as identified by the Green Deal Provider and notified to the licensee for the relevant Green Deal Plan;
Green Deal Licensee	means a licensee that is a Mandatory Green Deal Licensee or a Voluntary Green Deal Licensee;
Green Deal Other Fuel Savings	means the annual financial savings (or increased costs) on consumption from fuel sources (other than electricity and gas), as identified by the Green Deal Provider and notified to the licensee for the relevant Green Deal Plan;
Green Deal Plan	has the meaning given to “green deal plan” in section 1(3) of the Energy Act 2011;
Green Deal Premises	has the meaning given in paragraph 7 of standard condition 6;
Green Deal Provider	a person who is authorised to act as a green deal provider under the Green Deal Regulations;
Green Deal Ombudsman	has the meaning given in the Green Deal Regulations;
Green Deal Regulations	means the Green Deal Framework (Disclosure, Acknowledgment, Redress etc.) Regulations 2012;
Green Deal Relevant Date	means: (a) 1 October 2012; or (b) 31 December each year;
Green Deal User	means an entity which has qualified (and remains qualified) as such under the Retail Energy Code;

Grid Code	means the Grid Code provided for in standard condition C14E3 (Grid Code) of the Transmission <u>Electricity System Operator</u> Licence;
HAN	means, in relation to a Smart Metering System, the home area network operating within one or more harmonised frequency bands, which: <ul style="list-style-type: none">(a) is created by virtue of the HAN Interfaces of that Smart Metering System; and(b) constitutes a means by which information can be exchanged between that Smart Metering System and any other device or system.
HAN Connected Auxiliary Load Control Switch (or HCALCS)	means a device installed (or to be installed) at a premises, which: <ul style="list-style-type: none">(a) consists of the components or other apparatus identified in; and(b) as a minimum, has the functional capability specified by and complies with the other requirements of, a Version of the HCALCS Technical Specification which was within its Installation Validity Period on the date on which the device was installed
HAN Date	means, in respect of each Domestic Premises, the date on which the HAN first extends into a part of the premises that is located within the main dwelling area of the premises.
HAN Interface	means in respect of a Smart Metering System a HAN Interface: <ul style="list-style-type: none">(a) having the meaning given to that term in the Version of the ESME Technical Specification in accordance with which the Smart Metering System is maintained pursuant to the requirements of standard condition 39 (Smart Metering System – Roll-out, Installation and Maintenance); and(b) which is operating at a frequency, and using the communications standards applicable to that frequency, as specified in that Version of the ESME Technical Specification.

HCALCS Technical Specification (or HCALCSTS)	has the meaning given to it in the Smart Energy Code
Holding Company	means a holding company within the meaning of sections 1159 and 1160 of the Companies Act 2006;
IHD Technical Specification (or IHDTS)	. has the meaning given to it in the Smart Energy Code
Industry Codes	means any and all of the following: <ul style="list-style-type: none">(a) the Balancing and Settlement Code;(b) the Connection and Use of System Code;(c) the Distribution Code;(d) the Distribution Connection and Use of System Agreement;(e) the Grid Code;(f) (not used); and(g) the Retail Energy Code
Information	means information (other than information subject to legal privilege) in any form or medium and of any description specified by the Authority and includes any documents, accounts, estimates, returns, records or reports and data of any kind, whether or not prepared specifically at the request of the Authority;
In-Home Display (or IHD)	means a device provided at premises which, on the date on which it is provided: <ul style="list-style-type: none">(a) is a device of a type identified in a Version of the IHD Technical Specification which is within its Installation Validity Period on that date; and(b) as a minimum, has the functional capability specified by and complies with the other requirements of that Version of the IHD Technical Specification.
Installation Date	means, in relation to a Smart Metering System:

	<p>(a) where the system is installed after the Smart Metering Designated Date, the date on which it is installed; or</p> <p>where the system is installed on or before the Smart Metering Designated Date, the Smart Metering Designated Date.</p>
Interconnector	has the meaning given to “electricity interconnector” in section 4(3E) of the Act;
Interconnector Licence	means an interconnector licence granted or treated as granted under section 6(1)(e) of the Act;
Installation Validity Period	has the meaning given to it in the Smart Energy Code.
IP completion day	has the same meaning as that given in section 39(1) of the European Union (Withdrawal Agreement) Act 2020.
Last Resort Supply Direction	means a direction given by the Authority to the licensee that specifies or describes the premises to be supplied with electricity in accordance with standard condition 8 (Obligations under Last Resort Supply Direction);
Last Resort Supply Payment	means a sum of money payable to the licensee or any LRSP Permitted Assignee to compensate for any additional costs incurred by the licensee in complying with a Last Resort Supply Direction;
Licensed Distributor	means any holder of a Distribution Licence;
Licensed Distributor’s Enquiry Service	<p>means, in relation to the Licensed Distributor whose system is connected to the Customer’s premises, the service established and operated by that distributor under standard condition 6 (Safety and Security of Supplies Enquiry Service) of the Distribution Licence, which may be used by any person to receive reports and offer information, guidance or advice about any matter or incident that:</p> <p>(a) causes danger or requires urgent attention, or is likely to cause danger or require urgent attention, in relation to the supply or distribution of electricity; or</p> <p>affects or is likely to affect the maintenance of the security, availability and quality of service of the Distribution System through which premises are supplied with electricity;</p>

Live Evergreen Tariff	means one Tariff in respect of an Evergreen Supply Contract which continues to be capable of being entered into by all Domestic Customers in the Region in which the Tariff is available;
Live Evergreen Tariffs	means one or more Tariffs in respect of an Evergreen Supply Contract which continues to be capable of being entered into by all Domestic Customers in the Region in which the Tariffs are available;
Live Fixed Term Tariff	means a Tariff in respect of a Fixed Term Supply Contract which continues to be capable of being entered into by all Domestic Customers in the Region in which the Tariff is available;
Load Limiting	means the practice by which the licensee limits the number of kilowatts or kilowatt hours supplied to a Domestic Premises in accordance with a Domestic Supply Contract and related expressions must be read accordingly;
LRSP Permitted Assignee	means a person to whom the licensee has assigned or otherwise disposed of all or any of its rights in relation to or arising from a Last Resort Supply Payment pursuant to Condition 9 (Claims for Last Resort Supply Payment), with the Authority's consent.
Mandatory Green Deal Licensee	means a licensee that as at a Green Deal Relevant Date: (a) supplied electricity to at least 250,000 Customers; or (b) together with its Affiliates jointly supplied electricity to at least 250,000 Customers;
Maintenance Validity Period	has the meaning given to it in the Smart Energy Code.
Metering Equipment	means an Electricity Meter and any associated equipment which materially affects the operation of that meter;
Mutualised	means one or more market participants other than the licensee bearing costs incurred by the licensee, which may include Customer Credit Balances and costs incurred by the licensee under government environmental and social schemes, by virtue of regulatory mechanisms.

New Supplier	means, in relation to a relevant premises, the Electricity Supplier that became the Relevant Electricity Supplier for the relevant premises by virtue of the most recent Supplier Transfer.
Non-Contingent Discount	means, excluding a Dual Fuel Discount and an Online Account Management Discount, an Energy Discount which is not dependent on any of the following: <ul style="list-style-type: none">(a) the occurrence of an event or period of time;(b) the actions or omissions of a Domestic Customer after they have entered into a Domestic Supply Contract;
Non-Domestic Customer	means a Customer who is not a Domestic Customer;
Non-Domestic Outstanding Charges	means the amount of any Charges which are due to the licensee from a Non-Domestic Customer under a Non-Domestic Supply Contract or a Deemed Contract, and which remain unpaid.
Non-Domestic Premises	has the meaning given in and is to be interpreted in accordance with standard condition 6 (Classification of premises);
Non-Domestic Supply Contract	means a Contract for the supply of electricity to Non-Domestic Premises, as varied from time to time;
Non-Energy Product	means any goods and/or services that could not reasonably be considered as being directly related to the supply of gas and or electricity to premises;
Non-Green Deal Licensee	means a licensee that is not a Green Deal Licensee;
Non-Green Deal Premises	has the meaning given in paragraph 8 of standard condition 6;
Non-Half-Hourly Meter	means an Electricity Meter other than one which is configured to record the quantity of electricity (calculated in kWh) supplied to premises during each half-hour period of supply;
Non-Time of Use Tariff	means a Tariff which is not a Time of Use Tariff;
Notice	means notice given directly to a person in Writing;
Offline Account Management	means any account management arrangement which is not Online Account Management;

Old Supplier	means, in relation to a relevant premises, the Electricity Supplier that was, immediately prior to the most recent Supplier Transfer, the Relevant Electricity Supplier for the relevant premises.
Online Account Management	means any arrangement whereby a Customer does not receive a paper version of a Bill or statement of account and would need to access the internet and use a computer or communication device;
Online Account Management Discount	means a Discount which the licensee may apply to a Tariff on the basis that the Domestic Customer is subject to Online Account Management;
Open Standard Format	<p>means a format or software whose design principles (or “standard”):</p> <ul style="list-style-type: none">(a) are fully published and publicly available free of charge;(b) may be implemented, modified and adapted free of charge (including without the need for payment in respect of any rights essential to implementation of the standard, or necessary for interfacing with other implementations which have adopted that same standard); and <p>otherwise adheres to the definition of “open standard” provided within the Cabinet Office’s guidance entitled “Open Standards principles” as updated on 27 September 2013.¹</p>
Optical Label	means a two-dimensional optical machine-readable image or code containing data embedded within such image or code in an Open Standard Format, which can be scanned, accessed and automatically processed with a Relevant Device.
Optional Bundle	means an Opt-in Bundle or an Opt-out Bundle;
Opt-in Bundle	means one or more Non-Energy Products (which may include a choice from a selection of Non-Energy Products) 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 Bundle	means one or more Non-Energy Products (which may include a choice from a selection of Non-Energy Products) that is offered as part of, or in any way linked to, a Tariff, but which the Domestic Customer can choose not to receive;

Other Outstanding Charges	means the amount of any charges for goods and/or services (other than Charges) which are due to the licensee from a Domestic Customer, have been demanded of that Domestic Customer by the licensee in Writing at least 28 days previously and remain unpaid;
Outstanding Charges	means the amount of any Charges which are due to the licensee from a Domestic Customer, have been demanded of that Domestic Customer by the licensee in Writing at least 28 days previously and remain unpaid;
Outstanding Charges Discount	means any form of reduction, saving, or write-off provided by the licensee in respect of a specific Domestic Customer (including a Domestic Customer whose identity is unknown) on the basis that the Domestic Customer has Outstanding Charges and/or Other Outstanding Charges;
PPMID Technical Specification	<p>means the part(s) of the SME Technical Specification which:</p> <ul style="list-style-type: none">(a) identifies itself as such; and(b) applies in respect of a PPMID, <p>and any reference to a "Version" in the context of a PPMID Technical Specification shall be read as a reference to the Version of the SME Technical Specification in which the PPMID Technical Specification is included.</p>
Payment Difficulty Discount	means any form of reduction, saving, or write-off provided by the licensee in respect of a specific Domestic Customer on the basis that paragraph 27.5 of standard condition 27 applies in respect of that Domestic Customer;
Pensionable Age	means, in relation to any person, pensionable age within the meaning given by section 48(2B) of the Gas Act 1986;
Prepayment Meter	includes any Electricity Meter operating in a mode which requires a Customer to pay Charges in advance, and references to the installation or removal of a Prepayment Meter includes the switching of any Electricity Meter to or from such a mode;
Prepayment Meter Interface Device (or PPMID)	<p>means either a SMETS1 PPMID, or a device installed (or to be installed) at a premises, which:</p> <ul style="list-style-type: none">(a) consists of the components or other apparatus identified in; and

- (b) as a minimum, has the functional capability specified by and complies with the other requirements of,

a Version of the PPMID Technical Specification which was within its Installation Validity Period on the date on which the device was installed.

PPMID Technical Specification (or PPMIDTS)

has the meaning given to it in the Smart Energy Code.

Principal Terms

means, in respect of any form of Contract or Deemed Contract, the terms that relate to:

- (a) Charges;
 - (aa) where the licensee is relying on sub-paragraph 22C.11(a) of standard condition 22C or sub-paragraph 23.8(a) of standard condition 23, the method by which Charges for the Supply of Electricity fluctuate automatically;
 - (ab) where the licensee is relying on sub-paragraph 22C.11(b) of standard condition 22C or sub-paragraph 23.8(b) of standard condition 23, the precise variations to the Charges for the Supply of Electricity;
 - (ac) Where the licensee is relying on paragraph 22C.11B of standard condition 22C and paragraph 23.8A of standard condition 23:
 - (i) moving a Domestic Customer from one payment method to another and the precise circumstances when that will occur; and
 - (ii) the precise variations to the Charges for the Supply of Electricity and other terms and conditions which would occur as a result of the Domestic Customer being moved from one payment method to another;
 - (ad) Where the licensee is relying on paragraph 22C.11B of standard condition 22C but not paragraph 23.8A of standard condition 23, moving a Domestic Customer from one payment method to another and the precise circumstances when that will occur;
- (b) any requirement to pay Charges through a Prepayment Meter;

- (ba) in relation to a Domestic Supply Contract, any Credit Management which applies, including the Credit Limit;
- (bb) in relation to a Domestic Supply Contract, any Load Limiting which applies, including the Load Limit;
- (c) any requirement for a Security Deposit;
- (d) 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);
- (e) the rights to end the Contract (including any obligation to pay a Termination Fee) or the circumstances in which a Deemed Contract will end,

and any other term that may reasonably be considered to significantly affect the evaluation by the Customer of the Contract under which electricity may be supplied to his premises including for the avoidance of doubt, in relation to Micro Business Consumers any Third Party Costs, required to be paid or due to be paid in respect of the full duration of a Microbusiness Consumer Contract and to be presented as monies (whether actual or where that is not possible, estimated amounts).

Principal Version	has the meaning given to it in the Smart Energy Code.
Priority Services Register	means the register of certain of its Domestic Customers established and maintained by the licensee in accordance with standard condition 26 (Services for specific Domestic Customer groups);
Promotional Materials	means documents, other than newspapers and magazines, that are handed out or sent directly to consumers and are intended to promote the sale of electricity;
Proposed Supplier Transfer	in relation to any premises at which an Electricity Supplier is supplying electricity, means the proposed transfer of responsibility for that supply from that Electricity Supplier to any other Electricity Supplier;
Protocol	means the arrangements in force under the Retail Energy Code by which Charges owed to an Electricity Supplier by a Domestic Customer to whom electricity is supplied through a Prepayment Meter may be assigned to any other Electricity Supplier;

Public Electronic Communications Network	has the meaning given in section 151 of the Communications Act 2003;
Region	means any location within Great Britain;
Regulation	means Regulation (EU) 2019/943 of the European Parliament and of the Council of 5 June 2019 on the internal market for electricity (recast) as it has effect immediately before IP completion day as read with the modifications set out in the SI 2020/1006.
Relevant Cheapest Evergreen Tariff	<p>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:</p> <ul style="list-style-type: none">(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;(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 Electricity 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) 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 Communications Hub

means a Communications Hub which on the date it is installed at the Domestic Premises complies with a Version of the CH Technical Specification which is within its Installation Validity Period.

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 Electricity to a Domestic Premises, in accordance with paragraphs 31I.1(a) and 31I.1(b) of standard condition 31I;

Relevant Data Items for Electricity

means the following information items:

- a) the Domestic Customer's postcode;
- b) the brand name the licensee uses to refer to the relevant supplier, followed by the registered company name of the licensee in round brackets;
- c) the Domestic Customer's Exact Tariff Name;
- d) the Exact Payment Method which applies to the Domestic Customer;
- e) the Meter Point Administration Number (MPAN) of the Domestic Customer's Electricity Meter;
- f) the Domestic Customer's Annual Consumption Details in kilowatt hours; in the case of electricity Tariffs with Time of Use Rates, the Annual Consumption Details should be shown as split between quantities of electricity consumed at each applicable rate by means of a forward slash ("/"); and;

the start and end date of the annual period relating to the Domestic Customer's Annual Consumption Details given at (f) above in the form "DDMMYYYY-DDMMYYYY"

Relevant Data Items for Gas

has the meaning given to that term in Standard Condition 1 of Gas Supply Licences.

Relevant Device

means a portable electronic device with an inbuilt digital camera and that is capable of:

- (a) accessing and operating the Internet;
- (b) scanning, accessing and loading data items from an optical machine-readable image or code; and

automatically processing data items embedded within such an image or code with the use of a web-based or other software program.

Relevant Distributor

in relation to any premises, means, except in standard condition 15 (Assistance for areas with high distribution costs scheme: payments to System Operator **the ISOP**), the Licensed Distributor to whose Distribution System those premises are connected and in whose licence Section B has effect;

- Relevant Electricity Supplier** in relation to any premises, means the Electricity Supplier that is supplying electricity to the premises;
- 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 Meter Type** means using an Electricity Meter on the basis of only one of the following contractual arrangements:
- (a) a Category A Metering Arrangement;
 - (b) a Category B Metering Arrangement;
 - (c) a Category C Metering Arrangement;
 - (d) a Category D Metering Arrangement; or

(e) a Category E Metering Arrangement;

Relevant Ombudsman	means any of the Green Deal Ombudsman, the Energy Ombudsman or the Financial Ombudsman Service;
Representative	in relation to the licensee, means any person directly or indirectly authorised to represent the licensee in its dealings with Customers;
Retail Energy Code	means the Retail Energy Code designated by the Authority in accordance with standard condition 11B (Retail Energy Code) of the licensee's Electricity Supply Licence
Same Domestic Customer	means a Domestic Customer which, following all reasonable steps being taken by the licensee, can reasonably be identified as being the same person which is supplied with both electricity and gas from the licensee or the licensee and an Affiliate Licensee at the same Domestic Premises;
SEC Panel	has the meaning given to it in the DCC Licence.
Section B	means the section of the standard conditions of that name which is given effect in this licence in accordance with standard condition 3 (Application of Section B of standard conditions) and, if it has effect, allows the licensee to supply electricity to Domestic Premises;
Security Deposit	means a deposit of money as security for the payment of Charges;
Significant Managerial Responsibility or Influence	means where a person plays a role in— <ul style="list-style-type: none">(a) the making of decisions about how the whole or a substantial part of a licensee's activities are to be managed or organised, or(b) the actual managing or organising of the whole or a substantial part of those activities.
Smart Energy Code	means the document of that name, as designated by the Secretary of State under Condition 22 of the DCC Licence. (a)
Smart Metering Designated Date	means 18 December 2012 ;

Smart Metering System

means, in respect of any Domestic Premises or Designated Premises:

- (a) a system installed at such premises for the purposes of the supply of electricity to those premises which on the Installation Date:
 - (i) consists of an Electricity Meter and any associated or ancillary devices identified in a Version of the ESME Technical Specification which is:
 - (A) within its Installation Validity Period; and
 - (B) the same Version in respect of all such devices;
 - (ii) as a minimum, has the functional capability specified by and complies with the other requirements of that Version of the ESME Technical Specification; and
 - (iii) where the premises is a Domestic Premises, except where that Version of the ESME Technical Specification has a Principal Version number of 1, includes a Relevant Communications Hub, or
- (b) a system installed at such premises on or before 30 June 2021 (or such later date as may be specified in a direction issued by the Secretary of State under this paragraph) for the purposes of the supply of electricity to those premises which on the Installation Date:
 - (i) consists of an Electricity Meter and any associated or ancillary devices identified in a Version of the ESME Technical Specification with a Principal Version number of 1 and is the same Version in respect of all such devices; and
 - (ii) as a minimum, has the functional capability specified by and complies with the other requirements of that Version of the ESME Technical Specification,

and where such a system installed at a Domestic Premises or Designated Premises is a Smart Metering System on the Installation Date it shall continue to be a Smart Metering System until such date as it is removed from the premises in its entirety.

SAPC Technical Specification (or SAPCTS)

has the meaning given to it in the Smart Energy Code.

SMETS1 ESME	has the meaning given to it in the Smart Energy Code.
SMETS1 PPMID	has the meaning given to it in the Smart Energy Code.
SMETS1 Smart Metering System	means a Smart Metering System that meets the requirements of a Version of the ESME Technical Specification with a Principal Version number of 1.
SMETS2+ Smart Metering System	means a Smart Metering System that meets the requirements of a Version of the ESME Technical Specification with a Principal Version number that is greater than 1.
SM WAN	has the meaning given to it in the Smart Energy Code.
Specified Frequency Band	means the 2400 - 2483.5 MHz harmonised frequency band.
Specified Sequence	means the following fields in the following order, in each case separated by a ‘comma’ delimiter: <ol style="list-style-type: none">i. Relevant Data Item for Electricity (a) (Domestic Customer’s postcode);ii. Relevant Data Item for Electricity (b) (brand name and registered company name of the licensee) followed by Relevant Data Item for Gas (b) (brand name and registered company name of the licensee) separated by a forward slash (“/”);iii. Relevant Data Item for Electricity (c) (Domestic Customer’s Exact Tariff Name for electricity);iv. Relevant Data Item for Gas (c) (exact tariff name for gas);v. Relevant Data Item for Electricity (d) (Exact Payment Method for electricity supply);vi. Relevant Data Item for Gas (d) (exact payment method for gas supply);vii. Relevant Data Item for Electricity (e) (MPAN);viii. Relevant Data Item for Gas (e) (meter point reference number);ix. Relevant Data Item for Electricity (f) (Annual Consumption Details for electricity supply);

- x. Relevant Data Item for Gas (f) (annual consumption details for gas supply); and
- xi. Relevant Data Item for Electricity (g) (start and end date for Annual Consumption Details), followed by Relevant Data Item for Gas (g) (start and end date for Annual Consumption Details) separated by a forward slash (“/”).

Where the Domestic Customer is supplied with electricity only, or where the licensee uses a separate Optical Label for the Relevant Data Items for Gas, any data item referred to at (ii), (iv), (vi), (viii), (x) and (xi) above, which are Relevant Data Items for Gas shall be included as blank fields (in the case of (ii) and (xi) they should be included as blank components of fields).

Standalone Auxiliary Proportional Controller (or SAPC)	means a device installed (or to be installed) at a premises, which: <ul style="list-style-type: none">(a) consists of the components or other apparatus identified in; and(b) as a minimum, has the functional capability specified by and complies with the other requirements of, a Version of the SAPC Technical Specification which was within its Installation Validity Period on the date on which the device was installed.
Standing Charge	means a monetary amount that is chargeable to a Customer on a daily basis and which is chargeable in addition to charges arising on the basis of a Unit Rate;
Statutory Disconnection Power	means paragraphs 5(3)(Restoration of connection without consent) and 6(3) (Damage to electrical consent etc) of Schedule 6 and paragraph 11(3) (Interference with meters) of Schedule 7 to the Electricity Act 1989
Sub-Version	has the meaning given to it in the Smart Energy Code.
Supplier	means any person authorised to supply gas and/or electricity by virtue of a Gas Supply Licence and/or an Electricity Supply Licence;
Supply Number	means a number relevant to the registration of a Customer that is prescribed by the Retail Energy Code;
Supply Services Area	means the area specified as such by the Authority under standard condition 3 (Application of Section D (Supply Services

	Obligations)) of the licensee's Electricity Supply Licence in the form in which that licence was in force at 31 July 2007;
Tariff	means the Charges for the Supply of Electricity combined with all other terms and conditions that apply, or are in any way linked, to a particular type of Domestic Supply Contract or particular type of Deemed Contract;
Tariff Information Label	has the meaning given in standard condition 31BF.11;
Tariff Name	means, excluding a prefix or suffix used to refer to a brand name, any name used by the licensee (or, where there are any Affiliate Electricity Licensees, the licensee and any Affiliate Electricity Licensees) to describe, advertise or promote a Tariff;
Technical Specification	means: <ul style="list-style-type: none">(a) in respect of a Smart Metering System, the ESME Technical Specification ;(b) in respect of a Communications Hub, the CH Technical Specification;(c) in respect of an In-Home Display, the IHD Technical Specification;(d) in respect of a HAN Connected Auxiliary Load Control Switch, the HCALCS Technical Specification;(e) in respect of a Prepayment Meter Interface Device, the PPMID Technical Specification;(f) in respect of a Standalone Auxiliary Proportional Controller, the SAPC Technical Specification.
Termination Fee	means any sum of money or other compensation (whether financial or not) which might be demanded of a Customer solely because his Contract or Deemed Contract has ended and/or any sum of money or other reward (whether financial or not) which would have been provided to a Customer if he continued to be supplied under a particular Domestic Supply Contract for a particular period of time and might not be provided to that Customer solely because that Domestic Supply Contract has ended before that period of time has elapsed;
Third Party	means a third party organisation or individual that, either on its own or through arrangements with other organisations or individuals, provides information and/or advice to a Micro

Business Consumer about the licensee's Charges and/or other terms and conditions and whose payment or other consideration for doing so is made or processed by the licensee;

Third Party Costs

means any fees, commission or other consideration including a benefit of any kind, processed by the licensee and paid or made or due to be paid or made to the Third Party in respect of a Micro Business Consumer Contract, that are passed on to the Micro Business Consumer.

Tied Bundle

means a Non-Energy Product that is offered as part of, or which is in any way linked to, a Tariff and which the Domestic Customer has to receive;

Time of Use Rates

means any contractual arrangement whereby the Charges for the Supply of Electricity include two or more Unit Rates in circumstances where no more than one Unit Rate applies to any given period of time

Time of Use Tariff

means a Tariff whereby the Charges for the Supply of Electricity include two or more Unit Rates in circumstances where no more than one Unit Rate applies to any given period of time;

Trade Sale or Trade Purchase

means a commercial transaction in which the licensee agrees the transfer of rights under one or more Domestic Supply Contracts and/or Non-Domestic Supply Contracts, or the novation of one or more Domestic Supply Contracts and/or Non-Domestic Supply Contracts.

~~**Transmission Licence**~~

~~means a transmission licence granted or treated as granted under section 6(1)(b) of the Act;~~

Undertaking

has the meaning given in section 259 of the Companies Act 1985;

Unit Rate

means the monetary amount that is chargeable in respect of each unit of electricity consumed;

Valid

in relation to a Technical Specification as defined in standard condition 53 (Technical Specifications) has the meaning given in paragraph 53.4 of that condition

Version

has the meaning given to it in the Smart Energy Code

Voluntary Green Deal Licensee

means a licensee who is not a Mandatory Green Deal Licensee but who is a Green Deal User under the Retail Energy Code;

Warm Home Discount	means a monetary amount provided by the licensee pursuant to regulations made under section 11 of the Energy Act 2010;
Website	means a website controlled and used by the licensee to communicate with a Customer for reasons relating to the supply of electricity;
White Label Tariff	means a Tariff: (a) offered by virtue of an Electricity Supply Licence of the licensee or an Affiliate Licensee; (b) which uses the brand name of a person that does not hold an Electricity Supply Licence (excluding any Subsidiary, Holding Company, or Subsidiary of a Holding Company of the licensee which does not hold a Electricity Supply Licence); and (c) in respect of which the licensee does not, using its own brand name, engage in activities that are directed at or incidental to identifying and communicating with Domestic Customers for the purpose of promoting the tariff to them. For the avoidance of doubt, this paragraph (c) does not in any way relieve the licensee of any obligations to provide information to a Domestic Customer arising under any relevant provisions of legislation, law or other licence conditions.
White Label Tariff Provider	means the person that owns the brand name used for a White Label Tariff.
Winter	means the months of October, November, December, January, February and March;
Working Day	means any day other than a Saturday, a Sunday, Christmas Day, Good Friday or a day that is a bank holiday within the meaning of the Banking and Financial Dealings Act 1971;
Writing	includes writing sent or received by Electronic Communication and “ Written ” shall be construed accordingly.

Condition 2. Interpretation of standard conditions

General rules of interpretation

- 2.1 Unless the context otherwise requires, any word or expression defined in the Act, the Utilities Act 2000 or the Energy Act 2004 has the same meaning when used in the standard conditions of this licence.
- 2.2 Unless the context otherwise requires, any reference in the standard conditions of this licence to an industry code, an agreement or a statement is a reference to that code, agreement or statement as modified, supplemented, transferred, novated or replaced from time to time and any reference to a statute or subordinate legislation is a reference to that statute or subordinate legislation as amended or re-enacted from time to time.
- 2.3 The heading or title of any section, standard condition, schedule, paragraph or sub-paragraph in the standard conditions of this licence is for convenience only and does not affect the interpretation of the text to which it relates.
- 2.4 Unless the context otherwise requires:
- (a) any reference in the standard conditions of this licence to a section, standard condition, schedule, paragraph or sub-paragraph is a reference to it in the standard conditions of this licence;
 - (b) any reference in a standard condition of this licence to a paragraph or sub-paragraph is a reference to it in that standard condition; and
 - (c) any reference in the standard conditions of this licence to any natural or legal person includes that person's successors.
- 2.5 Any reference in the conditions of this licence to any of the following:
- (a) a provision of the conditions of this licence;
 - (b) a provision of the conditions of the Distribution Licence;
 - (c) a provision of the conditions of the Generation Licence;
 - ~~(a) a provision of the conditions of the Transmission Licence; or~~
 - (d) not used
 - (e) a provision of the conditions of the Interconnector Licence, or,
 - (f) A provision of the conditions of the conditions of the Electricity System Operator Licence

is to be read, if the conditions of this licence or of any of the other licences are subsequently modified, as a reference (so far as the context permits) to the corresponding provision of the relevant conditions.

- 2.5A Unless the context or a standard condition otherwise requires,
- (a) words and expressions referencing the masculine gender include the feminine;
 - (b) words and expressions referencing the feminine gender include the masculine;
 - (c) words and expressions in the singular include the plural and words and expressions in the plural include the singular.

Performance of obligations

- 2.6 Where any obligation in this licence is required to be performed by a specified date or time or within a specified period and the licensee has failed to do so, the obligation will continue to be binding and enforceable after the specified date or time or after the end of the specified period, without prejudice to all rights and remedies available against the licensee in relation to its failure.

Specific application of powers

- 2.7 Unless a contrary intention appears, any power of the Authority under any provision of this licence:
- (a) to give a direction, consent, derogation, approval or designation is a power:
 - (i) to give it to such extent, for such period of time and subject to such conditions as the Authority thinks reasonable in all the circumstances of the case; and
 - (ii) to revoke or amend it (after consulting with the licensee or, for the purpose of a Domestic Supply Direction given under standard condition 3 (Application of Section B of standard conditions), with the consent of the licensee) or give it again under that power; and
 - (b) to make a determination or a decision is a power:
 - (i) to make it subject to such conditions as the Authority thinks reasonable in all the circumstances of the case; and
 - (ii) to make it again under that power.
- 2.8 Any direction, consent, derogation, determination, approval, designation, decision or other instrument given or made by the Authority under this licence will be in Writing.

Date to be specified

- 2.9 In each case in which the Authority may specify a date under the standard conditions of this licence, it may specify:
- (a) that date; or
 - (b) the means by which that date is to be determined.

Continuing effect

- 2.10 Anything done under or because of a standard condition of this licence, which is in effect immediately before that standard condition is modified, has continuing effect for so long as it is permitted or required by or under the modified standard condition.
- 2.11 Without prejudice to the generality of paragraph 2.10, every direction, consent, determination, designation, approval, decision or other instrument given or made by the Authority or by a licensing scheme made under Schedule 7 to the Utilities Act 2000 in relation to a standard condition of this licence, which is in effect immediately before that standard condition is modified, has continuing effect for so long as it is permitted or required by or under the modified standard condition.

Specific Application of Powers – Secretary of State

- 2.12 Unless a contrary intention appears, any power of the Secretary of State under standard condition 1, 12, 39, 40, 45, 45A, 46, 49, 53, 54 or 55 of this licence to give a direction, and any power of the Secretary of State under standard condition 47 or 55 of this licence to give an approval, is a power:
- (a) to give it to such extent, for such period of time and subject to such conditions as the Secretary of State thinks reasonable in all the circumstances of the case; and
 - (b) to revoke or amend it (after consulting with the licensee) or give it again under that power.
- 2.13 Any direction given by the Secretary of State under standard condition 1, 12, 39, 40, 45, 45A, 46, 49, 53, 54 or 55 of this licence, and any approval given by the Secretary of State under standard condition 47 or 55 of this licence, will be in Writing.
- 2.14 In each case in which the Secretary of State may specify a date under standard condition 12, 39, 40, 45, 45A, 46, 49, 54 or 55 of this licence, he may specify:
- (a) that date; or
 - (b) the means by which that date is to be determined.

- 2.15 Without prejudice to the generality of paragraph 2.10, every direction given by the Secretary of State in relation to standard condition 1, 12, 39, 40, 45, 45A, 46, 49, 53, 54 or 55 of this licence, and every approval given by the Secretary of State under standard condition 47 or 55 of this licence, which is in effect immediately before that standard condition is modified, has continuing effect for so long as it is permitted or required by or under the modified standard condition.

Industry activities and procedure

Condition 15. Assistance for areas with high distribution costs scheme, Energy Administration Orders, ESC Administration Orders and SMCL Administration Orders: payments to ~~System Operator~~the ISOP

- 15.1 This condition sets out the obligations of the licensee in relation to payments to be made to the ~~System Operator~~ISOP for the purpose of:
- (a) providing assistance with the high costs of distributing electricity incurred by a Relevant Distributor in a Specified Area; and
 - (b) raising any sums specified in a Shortfall Direction in order to recover costs arising from the application of:
 - (i) an Energy Administration Order to a Protected Energy Company;
 - (ii) an ESC Administration Order to an Energy Supply Company; or
 - (iii) an SMCL Administration Order to a Smart Meter Communication Licensee.
- 15.2 The payments to which paragraph 15.1 refers are payments made pursuant to:
- (a) in the case of sub-paragraph 15.1(a), the Energy Act 2004 (Assistance for Areas with High Distribution Costs) Order 2005; and
 - (b) in the case of sub-paragraph 15.1(b):
 - (i) in respect of sub-paragraph (i), the provisions of Chapter 3 of Part 3 of the Energy Act 2004;
 - (ii) in respect of sub-paragraph (ii), the provisions of Chapter 5 of Part 2 of the Energy Act 2011; or
 - (iii) in respect of sub-paragraph (iii), the provisions of the Smart Meters Act 2018

Licensee's duty to pay

- 15.3 In accordance with paragraph 15.1, the licensee must pay to the ~~System Operator~~ISOP:
- (a) the sums resulting from the pence per kWh tariff specified in accordance with the terms set out in ~~standard~~Part B of condition ~~€24E15~~ (Assistance for areas with high distribution costs scheme: ~~payments from authorised suppliers~~) (AAHDCS) (for this condition only, “~~standard-condition~~ €24E15”) of the ~~Transmission~~Electricity System Operator Licence; and
 - (b) where applicable, such additional sums as result from any modification of those charges made pursuant to ~~standard~~ condition ~~€24E14~~ (Energy Administration, Energy Supply Company Administration~~administration,~~ energy supply company administration and ~~Smart Meter Communication Licensee Administration: National~~smart meter communication licensee

~~administration:~~ Electricity Transmission System Operator ~~Shortfall Contribution Obligations~~ shortfall contribution obligations) (for this condition only, “~~standard condition €24E14~~”) of the ~~Transmission~~ Electricity System Operator Licence.

- 15.4 Subject to paragraph 15.5, the sums to be paid by the licensee in accordance with paragraph 15.3 must be payable on a quarterly basis in each Financial Year (or such other basis as may be specified in ~~standard condition €24E15~~ of the ~~Transmission~~ Electricity System Operator Licence) by:
- (a) the date indicated in each invoice received by the licensee from the ~~System Operator~~ ISOP requiring such payment; or
 - (b) where no such date is indicated, no later than 28 days after the date of the invoice.
- 15.5 In the case of sums payable in accordance with sub-paragraph 15.3(b), the licensee must comply with any basis of payment different from that set out in paragraph 15.4 if this is required by the Shortfall Direction and has been notified to the licensee by the ~~System Operator~~ ISOP.

Late payment charges

- 15.6 In relation to sums required to be paid by sub-paragraph 15.3(a), the licensee must pay to the ~~System Operator~~ ISOP an amount representing 8% above the Base Interest Rate of any payment not made to the ~~System Operator~~ ISOP on the date specified pursuant to paragraph 15.4, calculated for each day after the date on which that payment should have been made, until the payment is made.
- 15.7 In relation to any sums required to be paid by sub-paragraph 15.3(b), if the licensee does not make that payment on or before the date required in accordance with paragraph 15.4 or 15.5, it must pay to the ~~System Operator~~ ISOP an amount representing the rate of interest applicable to any part of the amount to be raised by the ~~System Operator~~ ISOP that is specified in the Shortfall Direction and set out in the ~~System Operator's~~ ISOP's notice given to the licensee under ~~standard condition €24E14~~ of the ~~Transmission~~ Electricity System Operator Licence, until the payment is made.
- 15.8 Any interest payment owed under paragraph 15.6 or 15.7 must be made by the licensee as soon as possible after, and in any event no later than 28 days after, the date of the ~~System Operator's~~ ISOP's invoice for such payment.

Definitions for condition

- 15.9 For the purposes of this condition:

Act means the Electricity Act 1989.

Base Interest Rate means, in respect of any day, the rate per annum which is equal to the base lending rate from time to time of Barclays Bank plc as at the close of business on the immediately preceding Business Day.

Business Day means any day of the week, other than a Saturday, on which banks are open for domestic business in the City of London.

Energy Administration Order has the same meaning as in section 154 of the Energy Act 2004.

ESC Administration Order has the same meaning as in section 94 of the Energy Act 2011.

Financial Year means a period of 12 months beginning on 1 April each year and ending on 31 March of the next calendar year.

Gas System Planner Licence means a licence granted or treated as granted under section 7AA of the Gas Act 1986.

Protected Energy Company has the same meaning as in section 154 of the Energy Act 2004.

Energy Supply Company has the same meaning as in section 94 of the Energy Act 2011.

Electricity System Operator Licence means a licence granted, or treated as granted, under section 6(1)(da) of the Act.

ISOP means the person for the time being designated as the Independent System Operator and Planner under section 162 of the Energy Act 2023 who holds an Electricity System Operator Licence and Gas System Planner Licence.

Relevant Distributor has the same meaning as in section 184 of the Energy Act 2004.

Shortfall Direction has the same meaning as in ~~standard condition C24A1~~ of the ~~Transmission~~Electricity System Operator Licence.

Smart Meter Communication Licensee has the same meaning as the "smart meter communication licensee" in section 2(5) of the Smart Meters Act 2018.

SMCL Administration Order has the same meaning as a "smart meter communication licensee administration order" in section 2(1) of the Smart Meters Act 2018.

Specified Area means the area specified in the Energy Act 2004 (Assistance for Areas with High Distribution Costs) Order 2005.

~~**System Operator** means the holder, from time to time, of a Transmission Licence.~~

the pence per kWh tariff means the tariff calculated in accordance with paragraph ~~29~~ of standard-condition ~~C21~~E15 of the ~~Transmission~~Electricity System Operator Licence.

~~**Transmission Licence** means a licence granted, or treated as granted, under section 6(1)(b) of the Act and in which Section C of the standard conditions of that licence has effect.~~

Condition 47: Smart Metering – Matters Relating To Obtaining and Using Consumption Data

Application

- 47.1 Part A of this condition applies only in respect of each Domestic Premises (the **relevant premises**):
- (a) to which electricity is supplied through an Electricity Meter which forms part of a Smart Metering System; or
 - (b) to which electricity is supplied through a Remote Access Meter; and
 - (c) in respect of which the quantity of electricity supplied is measured by that Electricity Meter.
- 47.2 Part B of this condition applies only in respect of each Designated Premises at which the Customer is a Micro Business Consumer (the **micro business premises**):
- (a) to which electricity is supplied through an Electricity Meter which forms part of a Smart Metering System; or
 - (b) to which electricity is supplied through a Remote Access Meter; and
 - (c) in respect of which the quantity of electricity supplied is measured by that Electricity Meter.
- 47.3 Part C of this condition applies only in respect of each Domestic Premises or micro business premises:
- (a) from which electricity is exported; and
 - (b) in respect of which the quantity of electricity exported is measured by an Export Meter registered for the purposes of Settlement.

MHHS Data Access Framework Timing

- 47.4 The following timing applies in respect of the following paragraphs concerning the obtaining and use of Electricity Consumption Data and Electricity Export Data for Settlement Purposes:
- (a) the licensee must obtain data and use it in accordance with paragraphs 47.24, 47.38 and 47.42 from the date on which the relevant Electricity Meter is migrated into the Market-wide Half-Hourly Settlement System;
 - (b) the licensee may obtain data and use it in accordance with paragraphs 47.25, 47.39 and 47.43 from 01 October 2023 (or such earlier or later date as the Authority may publish in Writing, and on the basis that the

Authority may publish different dates for different categories of Customer and/or for different categories of Electricity Meter); and

- (c) the date(s) referred to in paragraph 47.4(b) will be known as the MHHS Data Access Commencement Date(s) (**MDACD**).

Provision of Information

47.5 In relation to paragraphs 47.16, 47.19, 47.22, 47.33 and 47.36, the licensee must provide to the Customer at the premises prior Notice setting out clear and accurate information, which does not mislead the Customer, explaining:

- (a) the choices they have regarding the licensee obtaining their Electricity Consumption Data for Settlement Purposes; and
- (b) the benefits of the licensee obtaining their Electricity Consumption Data for Settlement Purposes.

PART A. APPLICATION TO RELEVANT PREMISES

Prohibition on obtaining consumption data

47.6 Subject to paragraphs 47.7, 47.10, 47.16 and 47.19, the licensee must not, in respect of any relevant premises, obtain any Electricity Consumption Data which relates to a period of less than one month.

Exception to Prohibition – Obtaining consumption data for periods of less than one month

47.7 Paragraph 47.6 does not apply where:

- (a) the Electricity Consumption Data that is obtained relates to a period of less than one month but not less than one day; and
- (b) the requirements of either paragraph 47.8 or 47.9 are satisfied.

47.8 The requirements of this paragraph are that:

- (a) the licensee has given Notice to the Domestic Customer at the relevant premises informing the Domestic Customer:
 - (i) that the licensee intends to obtain Electricity Consumption Data which relates to any one or more periods of a length referred to in paragraph 47.7(a);
 - (ii) of the purposes (which purposes must not include Marketing) for which the licensee may use that Electricity Consumption Data; and
 - (iii) that the Domestic Customer may at any time object to the licensee obtaining that Electricity Consumption Data and of the process by which he may do so; and

- (b) the Domestic Customer has either:
 - (i) given explicit consent to the licensee obtaining that Electricity Consumption Data for the purposes set out in the Notice (and such consent has not been withdrawn); or
 - (ii) after at least seven days have elapsed from the date on which the Notice was given to them, not objected to the licensee obtaining that Electricity Consumption Data for the purposes set out in the Notice.

47.9 The requirements of this paragraph are that one of the following applies:

- (a) the licensee has reasonable grounds to suspect that there is an occurrence of theft or abstraction of electricity at the relevant premises, and it obtains Electricity Consumption Data which relates to any one or more periods of a length referred to in paragraph 47.7(a) only for the purposes of investigating that suspected theft or abstraction;
- (b) the licensee obtains Electricity Consumption Data which relates to a single period of a length referred to in paragraph 47.7(a) only for the purposes of:
 - (i) verifying the quantity of electricity supplied to the relevant premises since the last date in respect of which the licensee obtained Electricity Consumption Data that was used for the purposes of sending a Bill or statement of account to the Domestic Customer (the **Billing Date**); and
 - (ii) calculating and sending an accurate and up to date Bill or statement of account (including a final Bill or statement of account) to the Domestic Customer in respect of the Charges for the Supply of Electricity to the relevant premises since the Billing Date;
- (c) the licensee obtains Electricity Consumption Data which relates to any one or more periods of a length referred to in paragraph 47.7(a) only for the purposes of responding to an enquiry from or a complaint made by, or on behalf of, the Domestic Customer at the relevant premises and relating to the supply of electricity by the licensee to the relevant premises;
- (d) the licensee obtains Electricity Consumption Data which relates to any one or more periods of a length referred to in paragraph 47.7(a), only following receipt of a request of the type referred to in, and for the purposes of complying with the requirements of, paragraph 51.9(b) of standard condition 51 (Smart Metering – Customer Access to Consumption Data); or

- (e) the Electricity Meter forming part of the Smart Metering System or Remote Access Meter at the relevant premises is a Prepayment Meter, and the Electricity Consumption Data:
 - (i) is obtained only by virtue of the Remote Access Meter or Smart Metering System registering an advance payment made by the Domestic Customer through that Prepayment Meter; and
 - (ii) relates to a single period of a length referred to in paragraph 47.7(a) which corresponds to the period since the previous advance payment made by the Domestic Customer through that Prepayment Meter.

Exception to Prohibition – Obtaining consumption data for periods of less than a day

47.10 Paragraph 47.6 does not apply where:

- (a) the Electricity Consumption Data that is obtained relates to a period of less than one day; and
- (b) the requirements of either paragraph 47.11 or 47.12 are satisfied.

47.11 The requirements of this paragraph are that:

- (a) the licensee has given Notice to the Domestic Customer at the relevant premises informing the Domestic Customer:
 - (i) that the licensee intends to obtain Electricity Consumption Data which relates to any one or more periods of less than one day;
 - (ii) of the purposes for which the licensee may use that Electricity Consumption Data;
 - (iii) that the licensee requires the Domestic Customer's consent to obtain that Electricity Consumption Data; and
 - (iv) that where the Domestic Customer gives consent he may withdraw it at any time and of the process by which he may do so; and
- (b) the Domestic Customer has given their explicit consent to the licensee obtaining that Electricity Consumption Data for the purposes set out in the Notice and such consent has not been withdrawn.

47.12 The requirements of this paragraph are that:

- (a) where:
 - (i) there is a Remote Access Meter and the Authority has approved the Trial; or

- (ii) the Electricity Meter forms part of a Smart Metering System and the Secretary of State has approved the **Trial**; and
- (b) the relevant premises fall within that category;
- (c) the licensee has given at least 14 days advance Notice to the Domestic Customer at the relevant premises informing the Domestic Customer:
 - (i) of the nature and purpose of the Trial;
 - (ii) that he may at any time object to being included in the Trial;
 - (iii) of the process by which the Domestic Customer may object; and
- (d) the Domestic Customer has not objected to being included in the Trial.

Prohibition on use of Electricity Consumption Data obtained under paragraph 47.7 or 47.10

47.13 Subject to paragraph 47.14, the licensee must not use Electricity Consumption Data obtained under paragraph 47.7 or 47.10 other than for any of the following purposes:

- (a) calculating and sending a Bill or a statement of account to the Domestic Customer;
- (b) complying with a relevant condition or a relevant requirement;
- (c) where the requirements of paragraph 47.8 are satisfied, the purpose set out in the Notice given to the Domestic Customer under paragraph 47.8(a);
- (d) where any of the requirements of paragraph 47.9 are satisfied, the purpose for which the data was obtained in accordance with paragraph 47.9;
- (e) where the requirements of paragraph 47.11 are satisfied, the purpose set out in the Notice given to the Domestic Customer under paragraph 47.11(a);
- (f) where the requirements of paragraph 47.12 are satisfied, the purpose of the Trial.

Exception to prohibition on use of Electricity Consumption Data obtained under paragraph 47.7 or 47.10

47.14 The licensee may use Electricity Consumption Data obtained under paragraph 47.7 or 47.10 for purposes other than the purposes specified in paragraph 47.13 where:

- (a) it has given at least seven days advance Notice informing the Domestic Customer that it intends to use Electricity Consumption Data for the purposes specified in the Notice; and
- (b) the requirements of paragraph 47.15 are satisfied.

47.15 The requirements of this paragraph are that:

- (a) where the Electricity Consumption Data relates to any period of less than one day, the Domestic Customer has given explicit consent for that Electricity Consumption Data to be used for the purposes specified in the Notice;
- (b) where the Notice given under paragraph 47.14(a) specifies that the licensee intends to use Electricity Consumption Data for Marketing, the Domestic Customer has given explicit consent for the Electricity Consumption Data to be used for Marketing; and
- (c) in all other cases, the Domestic Customer has not objected to the Electricity Consumption Data being used for the purposes specified in the Notice.

Exception to prohibition in paragraph 47.6 - Obtaining half-hourly Electricity Consumption Data for Settlement Purposes

47.16 Paragraph 47.6 does not apply and the licensee must obtain Electricity Consumption Data relating to half-hourly periods for Settlement Purposes, if the requirements of paragraph 47.17 or 47.18 are met.

47.17 The requirements of this paragraph are that:

- (a) the Domestic Customer is a New System Customer; and
- (b) the Domestic Customer has, either (i) given their explicit consent to the licensee obtaining Electricity Consumption Data relating to half-hourly periods for Settlement Purposes; or (ii) after at least seven days have elapsed from the date on which the Notice was given to them, not objected to the licensee obtaining Electricity Consumption Data relating to half-hourly periods for Settlement Purposes (subject to paragraph 47.26(a)).

47.18 The requirements of this paragraph are that:

- (a) the Domestic Customer is an Old System Customer; and
- (b) the Domestic Customer has given explicit consent to the licensee obtaining Electricity Consumption Data relating to half-hourly periods for Settlement Purposes, and such consent has not been withdrawn (subject to paragraph 47.26(a)).

Exception to prohibition in paragraph 47.6 - Obtaining daily Electricity Consumption Data for Settlement Purposes

47.19 Paragraph 47.6 does not apply and the licensee must obtain Electricity Consumption Data relating to daily periods for Settlement Purposes, if the requirements of paragraphs 47.20 or 47.21 are met.

47.20 The requirements of this paragraph are that:

- (a) the Domestic Customer is a New System Customer; and
- (b) the Domestic Customer has objected to the licensee obtaining Electricity Consumption Data relating to half-hourly periods for Settlement Purposes (subject to paragraph 47.26(a)).

47.21 The requirements of this paragraph are that:

- (a) the Domestic Customer is an Old System Customer; and
- (b) the Domestic Customer has neither (i) given their explicit consent to the licensee obtaining Electricity Consumption Data relating to half-hourly periods for Settlement Purposes; nor (ii) after at least seven days have elapsed from the date on which the Notice was given to them, objected to the licensee obtaining Electricity Consumption Data relating to daily periods for Settlement Purposes.

Obtaining monthly Electricity Consumption Data for Settlement Purposes

47.22 The licensee must obtain Electricity Consumption Data relating to monthly periods for Settlement Purposes, if the requirements of paragraph 47.23 are met.

47.23 The requirements of this paragraph are that:

- (a) the Domestic Customer is an Old System Customer; and
- (b) the Domestic Customer has objected to the licensee obtaining Electricity Consumption Data relating to daily periods for Settlement Purposes.

Use of Electricity Consumption Data obtained for Settlement Purposes

47.24 The licensee must submit for use in Settlement the Electricity Consumption Data obtained in respect of the relevant premises pursuant to paragraphs 47.16, 47.19 and 47.22.

47.25 The licensee may also use Electricity Consumption Data obtained in respect of the relevant premises pursuant to paragraphs 47.16, 47.19 and 47.22 for either or both of the following purposes:

- (a) Forecasting; and/or
- (b) MHHS Business Readiness.

- 47.26 The following applies in respect of the relationship between obtaining half-hourly Electricity Consumption Data for Settlement Purposes, and for the purposes of calculating Charges:
- (a) a Domestic Customer who has agreed a Tariff whereby the Charges are calculated by reference to Electricity Consumption Data relating to half-hourly periods may not object or withdraw their consent to the licensee obtaining Electricity Consumption Data relating to half-hourly periods for Settlement Purposes; and
 - (b) a Domestic Customer who has not agreed a Tariff whereby the Charges are calculated by reference to Electricity Consumption Data relating to half-hourly periods may still separately consent or object to the licensee obtaining Electricity Consumption Data relating to half-hourly or daily periods for Settlement Purposes.

Maintaining records and informing customers

- 47.27 The licensee must, in respect of each of its Domestic Customers at relevant premises, at all times maintain an accurate and up to date record of:
- (a) the date of any Notice sent to the Domestic Customer under this condition and of the information contained in it;
 - (b) the nature of the Domestic Customer's response (if any) to that Notice;
 - (c) the time periods (by reference to length) in relation to which the licensee obtains or may obtain Electricity Consumption Data; and
 - (d) where the licensee obtains Electricity Consumption Data by virtue of the requirements of paragraph 47.9(a) a statement setting out the reasons why such requirements are satisfied in the circumstances of the case.
- 47.28 The licensee must, in accordance with paragraph 47.29, inform the Domestic Customer in Writing of:
- (a) the time periods (by reference to length) in relation to which the licensee obtains or may obtain Electricity Consumption Data;
 - (b) the purposes for which that Electricity Consumption Data is, or may be, used by the licensee; and
 - (c) where any of the time periods is of less than one month, the Domestic Customer's right, if any, to object or withdraw consent (as the case may be) to the licensee obtaining or using (as the case may be) that Electricity Consumption Data.
- 47.29 The licensee shall inform the Domestic Customer of the matters set out in paragraph 47.28:

- (a) where it installs or arranges for the installation of the Remote Access Meter or Smart Metering System at the Domestic Premises, on, or at any time during the 14 days prior to, the date of installation or as soon as reasonably practicable after the date of installation; and
- (b) in all cases, at such intervals as are determined appropriate by the licensee for the purposes of ensuring that the Domestic Customer is regularly updated of such matters.

PART B. MICRO BUSINESS PREMISES

Prohibition on obtaining Electricity Consumption Data

47.30 Subject to paragraphs 47.31 and 47.33, the licensee must not, in respect of any micro business premises, obtain any Electricity Consumption Data which relates to a period of less than one month.

Exception to prohibition on obtaining Electricity Consumption Data

47.31 Paragraph 47.30 does not apply where the requirements of paragraphs 47.31A, 47.31B or 47.31C are satisfied.

47.31A The requirements of this paragraph are:

- (a) the licensee has given at least seven days advance Notice to the Micro Business Consumer at the micro business premises informing the Micro Business Consumer:
 - (i) that the licensee intends to obtain Electricity Consumption Data which relates to any one or more periods of less than one month;
 - (ii) of the purposes for which the licensee may use that Electricity Consumption Data; and
 - (iii) that the Micro Business Consumer may at any time object to the licensee obtaining that Electricity Consumption Data and of the process by which he may do so; and
- (b)
 - (i) the Micro Business Consumer has not objected to the licensee obtaining that Electricity Consumption Data for the purposes set out in the Notice; or
 - (ii) the Micro Business Consumer has objected to the licensee obtaining Electricity Consumption data, which relates to any one or more periods of less than one month and the licensee is unable to remotely configure the Remote Access Meter to prevent that Electricity Consumption Data being automatically sent to the licensee or a third party, but as soon as reasonably practicable the licensee (subject to the overriding obligation in paragraph 47.38 in respect of data obtained as described in paragraph 47.35(b)):

- 1) takes all reasonable steps to prevent the third party passing that Electricity Consumption Data to the licensee or any other third party;
- 2) takes all reasonable steps to ensure the third party permanently erases that Electricity Consumption Data; and
- 3) permanently erases any of that Electricity Consumption Data it has obtained.

47.31B The requirements of this paragraph are that the Electricity Consumption Data that is obtained relates to a period of less than one month but not less than one day, and that one of the following applies:

- (a) the licensee has reasonable grounds to suspect that there is an occurrence of theft or abstraction of electricity at the micro business premises, and it obtains Electricity Consumption Data which relates to any one or more periods of a length referred to in this paragraph 47.31B only for the purposes of investigating that suspected theft or abstraction;
- (b) the licensee obtains Electricity Consumption Data which relates to a single period of a length referred to in this paragraph 47.31B only for the purposes of
 - (i) verifying the quantity of electricity supplied to the micro business premises since the last date in respect of which the licensee obtained Electricity Consumption Data that was used for the purposes of sending a Bill or a statement of account to the Micro Business Consumer (the **Billing Date**); and
 - (ii) calculating and sending an accurate and up to date Bill or statement of account (including a final Bill or statement of account) to the Micro Business Consumer in respect of the Charges for the Supply of Electricity to the micro business premises since the Billing Date;
- (c) the licensee obtains Electricity Consumption Data which relates to any one or more periods of a length referred to in this paragraph 47.31B only for the purposes of responding to an enquiry from or a complaint made by, or on behalf of, the Micro Business Consumer at the micro business premises and relating to the supply of electricity by the licensee to the micro business premises; or
- (d) the Electricity Meter forming part of the Smart Metering System or Remote Access Meter at the micro business premises is a Prepayment Meter, and the Electricity Consumption Data:

- (i) is obtained only by virtue of the Remote Access Meter or Smart Metering System registering an advance payment made by the Micro Business Consumer through that Prepayment Meter; and
- (ii) relates to a single period of a length referred to in this paragraph 47.31B which corresponds to the period since the previous advance payment made by the Micro Business Consumer through that Prepayment Meter.

47.31C The requirements of this paragraph are that the licensee obtains Electricity Consumption Data which relates to any one or more periods of less than one month following receipt of a request of the type referred to in, and for the purposes of complying with the requirements of, paragraph 51.21 of standard condition 51 (Smart Metering – Customer Access to Consumption Data).

Use of Electricity Consumption Data

47.32 The licensee must not use Electricity Consumption Data obtained in respect of any micro business premises other than for any of the following purposes:

- (a) calculating and sending a Bill or statement of account to the Micro Business Consumer;
- (b) complying with a relevant condition or a relevant requirement;
- (c) where the requirements of paragraph 47.31A are satisfied, the purpose set out in the Notice given to the Micro Business Consumer under paragraph 47.31A;
- (d) where any of the requirements of paragraph 47.31B are satisfied, the purpose for which the data was obtained in accordance with paragraph 47.31B.

Exception to prohibition in paragraph 47.30 – Obtaining half-hourly Electricity Consumption Data for Settlement Purposes

47.33 Paragraph 47.30 does not apply, and the licensee must obtain Electricity Consumption Data relating to half-hourly periods for Settlement Purposes, if the requirements of paragraph 47.34 or 47.35 are met.

47.34 The requirements of this paragraph are that the Micro Business Consumer is a New System Customer.

47.35 The requirements of this paragraph are that the Micro Business Consumer is an Old System Customer, and either:

- (a) the Micro Business Consumer has either (i) given their explicit consent to the licensee obtaining Electricity Consumption Data relating to half-hourly periods for Settlement Purposes; or (ii) after at least seven days have elapsed from the date on which the Notice was given to them, not objected to the licensee obtaining Electricity Consumption Data relating

to half-hourly periods for Settlement Purposes (subject to paragraph 47.40(a)); or

- (b) the Micro Business Consumer has objected to the licensee obtaining Electricity Consumption Data relating to half-hourly periods for Settlement Purposes, and the licensee is unable to remotely configure the Remote Access Meter to prevent that Electricity Consumption Data being automatically sent to the licensee or a third party, but as soon as reasonably practicable the licensee takes all reasonable steps to reconfigure the meter.

Obtaining monthly Electricity Consumption Data for Settlement Purposes

47.36 The licensee must obtain Electricity Consumption Data relating to monthly periods for Settlement Purposes if the requirements of paragraph 47.37 are met.

47.37 The requirements of this paragraph are that:

- (a) the Micro Business Consumer is an Old System Customer; and
- (b) the Micro Business Consumer has objected to the licensee obtaining Electricity Consumption Data relating to half-hourly periods for Settlement Purposes (subject to paragraph 47.40(a)), except to the extent that the licensee has obtained Electricity Consumption Data relating to half-hourly periods in the circumstances described in paragraph 47.35(b).

Use of Electricity Consumption Data obtained for Settlement Purposes

47.38 The licensee must submit for use in Settlement the Electricity Consumption Data obtained in respect of the micro business premises pursuant to paragraph 47.33 or 47.36.

47.39 The licensee may also use Electricity Consumption Data obtained in respect of the micro business premises pursuant to paragraphs 47.33 and 47.36 for either or both of the following purposes:

- (a) Forecasting; and/or
- (b) MHHS Business Readiness.

47.40 The following applies to Micro Business Consumers who are Old System Customers in respect of the relationship between obtaining half-hourly Electricity Consumption Data for Settlement Purposes, and for the purpose of calculating Charges:

- (a) a Micro Business Consumer who has agreed a Tariff whereby the Charges are calculated by reference to Electricity Consumption Data relating to half-hourly periods may not object to the licensee obtaining

Electricity Consumption Data relating to half-hourly periods for Settlement Purposes; and

- (b) a Micro Business Consumer who has not agreed a Tariff whereby the Charges are calculated by reference to Electricity Consumption Data relating to half-hourly periods may still separately consent or object to the licensee obtaining Electricity Consumption Data relating to half-hourly periods for Settlement Purposes.

PART C. EXPORT METERS

47.41 The licensee must obtain Electricity Export Data relating to half hourly periods for Settlement Purposes.

47.42 The licensee must submit for use in Settlement the Electricity Export Data obtained pursuant to paragraph 47.41.

47.43 The licensee may also use Electricity Export Data obtained pursuant to paragraph 47.41 for either or both of the following purposes:

- (a) Forecasting; and/or
- (b) MHHS Business Readiness.

Interpretation and Definitions

47.44 In this condition, any reference:

- (a) to Electricity Consumption Data being ‘obtained’ by the licensee shall be read as incorporating a reference to the licensee requesting any other person to obtain that Electricity Consumption Data on its behalf (and references to ‘obtain’ and ‘obtaining’ shall be construed accordingly);
- (b) to the licensee obtaining Electricity Consumption Data which ‘relates to’ a specified period, shall be read as incorporating a reference to the licensee obtaining any data which would allow it to calculate Electricity Consumption Data in respect of that period (and references to Electricity Consumption Data being ‘in relation to’ a period of time shall be construed accordingly).

47.45 For the purposes of this condition:

Electricity Consumption Data means, in respect of a relevant premises or a micro business premises, the quantity of electricity measured by the Electricity Meter as having been supplied to the relevant premises or the micro business premises.

Electricity Export Data means, in respect of a premises, the quantity of electricity measured by the

	Export Meter as having been exported from the premises.
Export Meter	means an Electricity Meter comprising or forming part of a Remote Access Meter or a Smart Metering System which measures the quantity of electricity exported from a premises.
Forecasting	means the process by which the licensee predicts their potential future position with regards to liabilities and charges under Settlement. Provided that all Personal Data must be anonymised and aggregated as early in the relevant process as is reasonably practicable.
Market-wide Half-Hourly	
Settlement System	means the system under the Balancing and Settlement Code for market-wide half-hourly settlement.
Marketing	means: <ul style="list-style-type: none">(a) any activities of the licensee or its Representatives which are directed at or incidental to identifying and communicating with Domestic Customers for the purpose of promoting the provision of goods or services by any person and includes entering into contracts for the provision of goods or services with such customers;(b) the licensee or its representatives disclosing Electricity Consumption Data to any other person for the purposes of that person undertaking activities which are directed at or incidental to identifying and communicating with Domestic Customers for the purpose of promoting the provision of goods or services by any person, including the entering into contracts for the provision of goods or services with such customers,

but for these purposes ‘goods or services’ shall be taken to exclude the supply of electricity by the licensee.

MHHS Business Readiness

means undertaking preparations for the purposes of implementing and delivering Market-Wide Half-Hourly Settlement, including (a) improving Forecasting techniques or processes; and (b) the development of new electricity supply products and services aimed at broad market segments. Provided that all Personal Data must be anonymised and aggregated as early in the relevant process as is reasonably practicable.

MHHS Data Access

Commencement Date (MDACD)

means the date from which the licensee may obtain data in accordance with paragraph 47.4(b).

Micro Business Consumer

has the meaning given to it in standard condition 7A (Supply to Micro Business Consumers).

New System Customer

means:

- (a) a Domestic Customer or Micro Business Consumer who had their Remote Access Meter or Smart Metering System installed after the date on which this definition came into effect; or
- (b) a Domestic Customer or Micro Business Consumer who had their Remote Access Meter or Smart Metering System installed before this definition came into effect, and who since such date has entered into a new Contract (but excluding Deemed Contracts).

Old System Customer

means a Domestic Customer or a Micro Business Consumer that is not a New System Customer.

Personal Data

has the meaning given to that expression in the Data Protection Act 2018.

Remote Access Meter	means an Electricity Meter that, either on its own or with an ancillary device: (a) provides measured Electricity Consumption Data for multiple time periods and is able to provide such data for periods of less than one month; (b) is able to provide the licensee with remote access to such data; and (c) is not a Smart Metering System or part of a Smart Metering System.
Settlement	means the arrangements for determination, allocation and/or settlement of the financial obligations defined in paragraph 2.12 of standard licence condition C3E1 (Balancing and Settlement Code (BSC)) of the Transmission <u>Electricity System Operator</u> Licence, as further specified in the Balancing and Settlement Code.
Settlement Purposes	means Settlement, and also Forecasting and MHHS Business Readiness.
Trial	means proposals submitted by the licensee for obtaining Electricity Consumption Data which relates to any one or more periods of less than one day, in respect of a particular category of relevant premises and for a particular purpose (in each case as specified in the proposal), on a trial basis.