

Review of Gas Transporter traditional metering licence conditions

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We are consulting on our proposed approach to the traditional metering obligations found within the Gas Transporters Standard Special and Special Conditions a number of which are due to sunset on 31 December 2024.

This document outlines our proposed approach, scope, purpose and questions of the consultation and how you can get involved. Once the consultation is closed, we will consider all responses. We want to be transparent in our consultations. We will publish the non-confidential responses we receive alongside a decision on next steps on our website at [ofgem.gov.uk/consultations](https://www.ofgem.gov.uk/consultations). If you want your response – in whole or in part – to be considered confidential, please tell us in your response and explain why. Please clearly mark the parts of your response that you consider to be confidential, and if possible, put the confidential material in separate appendices to your response

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1. Introduction

Background

- 1.1 Gas Distribution Network Operators (GDNs) have an obligation to provide traditional gas meters and metering services when requested to do so by a gas supplier, at a tariff not exceeding a regulated rate. This obligation is known as the Meter Provider of Last Resort (MPOLR¹). The regulated rate sets out a maximum rate for installation and maintenance of Prepayment Meters and Domestic Credit metering. National Gas (NG) has a further obligation as the Backstop Meter Provider of Last Resort (BMPOLR), which requires it to comply with any reasonable request by a relevant GDN to provide, install and maintain a traditional domestic gas meter. This allows a GDN who may not have significant metering capability to use the backstop provider who may benefit from economies of scale. These obligations are in place to improve the provision of metering services during the transition to smart meters and ensure appropriate obligations are in place on network companies in respect of the provision and pricing of metering services.
- 1.2 In this consultation we² set out our policy proposals to modify the Gas Transporter Licence ('Licence') currently held by National Grid Gas Plc ('NGG') in respect of the National Transmission System ('NTS'), Cadent Gas Limited, Northern Gas Networks Limited, Scotland Gas Networks Plc, Southern Gas Networks Plc, and Wales & West Utilities Limited ('the Licensees³') pursuant to section 23 of the Gas Act 1986. The licence conditions which are due to expire on 31 December 2024 are set out in Appendix 1 of this consultation document and referred herein as the "sunset conditions". These sunset conditions are there to support the provision of metering services during the transition to smart meters and ensure appropriate obligations are in place on network companies in respect of the provision and pricing of metering services. The Sunset conditions are supplemented by a number of other Licence Conditions which set the requirements for GDNs in their MPOLR roles. These licence conditions are enduring and do not have sunset dates. The remaining conditions

¹ Meter Provider of Last Resort arrangements encompass a range of activities. Meter Provider of Last Resort is required by GDNs under Standard Special Condition B7 Provision of Meters and D17 (Provision and Return of Meters) to provide and install meters

² References to the "Authority", "Ofgem", "we" and "our" are used interchangeably in this document. The Authority refers to GEMA, the Gas and Electricity Markets Authority. The Office of Gas and Electricity Markets (Ofgem) supports GEMA in its day to day work. This decision is made by or on behalf of GEMA

³ Where we refer to "Licensees throughout this document this includes both the current holders of the Licence mentioned in paragraph 1.2, and any other future holder of a Gas Transporter licence.

which form part of the MPOLR and BMPOLR obligation are set out in Appendix 2 “MPLOR & BMPOLR conditions”.

- 1.3 On 2 April 2019 the Secretary of State, in accordance with their powers under paragraph 33.9 of Standard Condition 33⁴ (the duty in relation to replacement meters and new connections) of the Gas Supply Licence, issued a direction⁵ to all holders of an electricity supply licence or gas supply licence. This directed and specified the activation of the New and Replacement Obligation (NRO) in both the Gas Supply License and Electricity Supply Licence on 30 June 2019. This places an obligation on energy suppliers to take all reasonable steps to install a compliant smart meter (i.e. a SMETS2 meter) where a meter is replaced or where a meter is installed for the first time.
- 1.4 At the time of activating the NRO, smart meters were expected to have higher penetration in the market and the provision of traditional meters upon request was not expected to be required from the Licensees⁶ past this date. However, at that time there were more traditional meters in the market than anticipated. Subsequently, following consultation, we published our decision to reinstate conditions which were removed upon the activation of the NRO and to extend the sunset conditions to 31 December 2024 the end date of the Smart Meter rollout targets framework.⁷ This reintroduced the tariff caps for GDNs traditional metering activities and reintroduced the MPOLR requirements.
- 1.5 As a result of the Covid-19 pandemic, the Department of Energy Security and Net Zero (DESNZ), formerly the Department for Business, Energy & Industrial Strategy (BEIS), made the decision as part of their post-2020 smart meter framework to extend the end date of energy suppliers “All Reasonable Steps” obligation by six months to 31 December 2021⁸. The four-year framework, which commenced on 1 January 2022 therefore has a current end date of 31 December 2025.

⁴ [Gas Supplier License Condition 33 Part B - DUTY IN RELATION TO REPLACEMENT METERS AND NEW CONNECTIONS AND Exceptions from the Duty](#)

⁵ <https://smartenergycodecompany.co.uk/latest-news/government-response-to-january-2019-consultation-on-the-new-and-replacement-obligation-nro-activation-date/>

⁶ References to “GDN” and “Licensees” are used interchangeably in this document and refer to the holders of [Gas Transporter Licences](#).

⁷ [Smart meter policy framework post 2020: minimum annual targets and reporting thresholds for energy suppliers - GOV.UK \(www.gov.uk\)](#)

⁸ [Smart meter policy framework post 2020: minimum annual targets and reporting thresholds for energy suppliers - government response](#)

- 1.6 In our decision⁹ to extend the sunset obligations to 31 December 2024, we explained our reasoning for retaining the MPOLR obligation while the smart meter rollout is ongoing. In our view the protections it provides continue to be relevant to consumers in the event of a traditional meter installation. This includes circumstances where a smart meter may not be suitable due to Wide Area Network (WAN) or Home Area Network (HAN) communication issues with smart meters. We note, however, that energy suppliers and the Licensees should take their wider obligations into account when considering the installation of any traditional meter.
- 1.7 This decision reflected the original policy intent of protecting consumers in the transition to smart and providing a smooth and effective transitions. This was achieved by continuing the operation of these conditions while the smart meter rollout duty upon energy suppliers is still in place and until traditional meters which are currently maintained by the Licensees have been replaced by smart meters. The reason for this decision, was in part, due to the extended timelines pertaining to the smart meter rollout, which had not reached full market coverage. In our 2019 decision to extend the sunset conditions we considered that an extension to the sunset conditions would provide a suitable timeframe to ensure sufficient penetration in the market such that these requirements would no longer be needed.

What are we consulting on.

- 1.8 We are proposing a further extension of the sunset conditions in Appendix 1 to 31 December 2025. Which in our view will support the provision of metering services during the transition to smart meters and ensure appropriate obligations are in place on network companies in respect of the provision and pricing of metering services. We consider that the rationale and reasoning underpinning our 2019 decision to reinstate and extend the sunset conditions will be maintained for the duration of the smart meter rollout with this extension to still be relevant. Energy suppliers are continuing to rollout smart meters to consumers and this change would align the end date of the sunset conditions to the current target's framework phase of the smart meter rollout.
- 1.9 As smart meters have become the default, the demand of traditional meters continues to shrink, and production of some traditional meter variants has

⁹ [Decision on modifications to the Special Conditions and Standard Special Conditions of the Gas Transporter Licence held by National Grid Gas Plc and the Gas Distribution Network Operators](#)

reduced or in some cases may have ceased. It is possible, in the future, that Licensees may become unable to procure stock of these traditional meters or that costs to procure, maintain and install them exceed that which Licensees can recover. For meter variants which have ceased production, we are aware that GDNs may find themselves in a situation where they can no longer offer these to energy suppliers and thus, we acknowledge that it may become more challenging for Licensees to meet the obligations within MPOLR.

- 1.10 If the sunset conditions are extended to 31 December 2025, they would cease to have effect as of that date, thus mirroring the current final year end of the smart meter rollout target framework. Therefore, the provisions within the sunset conditions that are relative to Licensees' traditional metering activities and the MPOLR obligations, along with associated tariff caps (all as set out in Appendix 1 to this document) would cease to apply. We are mindful that traditional meters may still be in place and in operation for consumers until a smart meter has been installed or where a smart meter solution may not be viable. However, these are likely to make up a small part of the market which may negate the benefit of any economies of scale. Those consumers who continue to have traditional meters in place will still continue to have access to traditional meter if needed.
- 1.11 We consider that at this stage in the smart meter rollout and with traditional meters continuing to be removed by Suppliers that any amendments or changes to the methodology behind the tariff caps may no longer be appropriate considering the minority market share and the continuation of the rollout further reducing this on a continuing basis. We consider this may result in figures which are quickly out of date or require significant annual review which would prevent the GDNs and Suppliers who use these metering services from long term planning and reassurance that costs are likely to remain manageable. We have not had any information to suggest that the MPOLR arrangements are providing significant financial difficulties for the GDNs. However traditional meters no longer make up the majority of the gas metering market and it is possible that GDNs may lose the benefit of economies of scale in the near future. This is likely to occur as the lower numbers of traditional meters are spread over a wide geographical area and could result in GDNs being unable to provide meters within reasonable timeframes and at a reasonable cost.
- 1.12 We also consider it is important that Licensees have clarity on what, if any, obligations will be in place for them following the end of the current phase of the smart meter rollout and if they will be required to continue to provide MPLOR

services. Ensuring this clarify for Licensees will maintain continuity of services for consumers and allow Suppliers to make informed decisions regarding metering for their customers.

- 1.13 In addition to the proposed expiry of the sunset conditions on 31 December 2025. We are of the view that from the new expiry date of 31 December 2025 the other licence conditions which form the MPOLR and BMPOLR obligations upon Licensees (as set out in Appendix 2 to this document) should be deactivated and therefore cease to apply. Therefore, we are seeking view on our proposal to modify the Licence such that the licence conditions set out in Appendix 2 would cease to apply as from 1 January 2026.
- 1.14 For the avoidance of doubt, these proposed licence changes will not prevent Licensees from providing, installing or maintaining traditional gas meters. They will still be able to continue providing these to energy suppliers on a commercial basis. This is likely to result in Suppliers have the ability to engage with GDNs to provide traditional meters and the ability to negotiate costs. Currently GDNs are the only market participants in both electricity and gas which are required to provide metering services under a regulated regime of which the tariff caps have been in place since 2002.¹⁰ At that time it we proposed that if and when competition sufficient developed in the market these tariff caps could be lifted. Traditional gas metering now makes up a minority share of the gas metering market and suppliers have the option to use in-house or a number of independent third-party metering providers. Should the sunset conditions expire GDNs will no longer be required to by their Licence provide meters therefor the MPOLR and BMPOLR Licence Conditions which cover how they should provide these will no longer be needed.
- 1.15 We are mindful that there is currently no defined post-2025 smart meter rollout policy at this time and therefore, we may revisit the licence conditions discussed in this consultation again in due course if we become aware of circumstances which necessitate further intervention or assessment. However, we are of the view, for the reasons set out in this document, that it is appropriate and necessary at this time to extend the current expiry date of the sunset conditions to 31 December 2025. We will continue to carefully consider any further information or evidence presented to us and if we consider further modifications to the Licence are required, we will of course, consult again as appropriate Next steps.

¹⁰ [Review of Transco's Price Control from 2002](#)

- 1.16 We welcome your views and will consider them when we make our decision. Please send responses to smartmetering@ofgem.gov.uk by 2 September 2024. We expect to publish our decision later in September 2024.

2. Related publications

- 2.1 [Transco price control and NTS SO incentives 2002 07 proposed licence modifications](#)
- 2.2 [Decision and further consultation on the regulation of traditional gas metering during the transition to smart metering](#)
- 2.3 [Modification of National Grid Gas Plc's National Transmission System gas transporter licence to activate back stop meter provider of last resort obligations](#)
- 2.4 [Decision on modifications to the Special Conditions and Standard Special Conditions of the Gas Transporter Licence held by National Grid Gas Plc and the Gas Distribution Network Operators](#)

3. Consultation questions

Sunset conditions

- 3.1 We are proposing to extend the obligations relative to licence conditions in Appendix 1 by modifying them to amend the current date sunset date of 31 December 2024 to 31 December 2025

Question 1: Do you agree with our proposed extension of the sunset conditions set out in Appendix 1 to 31 December 2025?

Proposed withdrawal of associated MPOLR and BMPOLR licence conditions

- 3.2 We propose that following the expiry of the sunset conditions on 31 December 2025, the remaining licence conditions which make up the MPOLR and BMPOLR obligations are modified such that these are de-activated and cease to apply as of 1 January 2026.

Question 2: Do you agree with our proposal to modify the licence conditions in Appendix 2 such that they cease to apply as of 1 January 2026?

Question 3: Where a GDN continues to hold traditional metering stock, what are your views on the ways in which these assets could or should be managed, and charges levied, following expiry of the sunset conditions and the deactivation of the licence conditions set out in Appendix 2? Do you have concerns with the

proposed removal of the tariffs within those licence conditions and if so, what and why?

Question 4: Do you have any other comments or views on our proposals?

4. Your response, data and confidentiality

Consultation stages.

Stage 1

Consultation opens 05/08/2024.

Stage 2

Consultation closes (awaiting decision). Deadline for responses 02/09/2024

Stage 3

Responses reviewed and a decision is expected to be published later in September 2024.

Stage 4

Consultation decision/policy statement.

How to respond

- 4.1 We want to hear from anyone interested in this consultation. Please send your response to smartmetering@ofgem.gov.uk.
- 4.2 We've asked for your feedback in each of the questions throughout. Please respond to each one as fully as you can.
- 4.3 We will publish non-confidential responses on our website at www.ofgem.gov.uk/consultations.

Your response, your data and confidentiality

- 4.4 You can ask us to keep your response, or parts of your response, confidential. We'll respect this, subject to obligations to disclose information, for example, under the Freedom of Information Act 2000, the Environmental Information Regulations 2004, statutory directions, court orders, government regulations or where you give us explicit permission to disclose. If you do want us to keep your response confidential, please clearly mark this on your response and explain why.
- 4.5 If you wish us to keep part of your response confidential, please clearly mark those parts of your response that you *do* wish to be kept confidential and those that you *do not* wish to be kept confidential. Please put the confidential material in a separate appendix to your response. If necessary, we'll get in touch with you to discuss which parts of the information in your response should be kept confidential, and which can be published. We might ask for reasons why.
- 4.6 If the information you give in your response contains personal data under the General Data Protection Regulation (Regulation (EU) 2016/679) as retained in

domestic law following the UK's withdrawal from the European Union ("UK GDPR"), the Gas and Electricity Markets Authority will be the data controller for the purposes of GDPR. Ofgem uses the information in responses in performing its statutory functions and in accordance with section 105 of the Utilities Act 2000. Please refer to our Privacy Notice on consultations, see Appendix 4.

- 4.7 If you wish to respond confidentially, we'll keep your response itself confidential, but we will publish the number (but not the names) of confidential responses we receive. We won't link responses to respondents if we publish a summary of responses, and we will evaluate each response on its own merits without undermining your right to confidentiality.

General feedback

- 4.8 We believe that consultation is at the heart of good policy development. We welcome any comments about how we've run this consultation. We'd also like to get your answers to these questions:
1. Do you have any comments about the overall process of this consultation?
 2. Do you have any comments about its tone and content?
 3. Was it easy to read and understand? Or could it have been better written?
 4. Were its conclusions balanced?
 5. Did it make reasoned recommendations for improvement?
 6. Any further comments?

Please send any general feedback comments to stakeholders@ofgem.gov.uk

How to track the progress of the consultation

You can track the progress of a consultation from upcoming to decision status using the 'notify me' function on a consultation page when published on our website. Choose the notify me button and enter your email address into the pop-up window and submit.

[ofgem.gov.uk/consultations](https://www.ofgem.gov.uk/consultations)

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Once subscribed to the notifications for a particular consultation, you will receive an email to notify you when it has changed status. Our consultation stages are:

Upcoming > **Open** > **Closed** (awaiting decision) > **Closed** (with decision)

Appendices

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Appendix 1 – Sunset Licence Conditions

Licence Conditions relevant to National Gas

STANDARD SPECIAL CONDITIONS APPLICABLE TO ALL NTS LICENSEES: PART B

Standard Special Condition B7. Provision of Meters

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

- (b) any dispute as to the accuracy of the meter,
the licensee shall use all reasonable endeavours to keep the meter in safe custody in the standard condition in which it was when disconnected or returned and with the register unaltered -
 - (i) during the period of 6 months beginning with the date on which the meter was disconnected or returned, for as long as the licensee continues to have reasonable cause to believe that the meter is or may be so relevant; and
 - (ii) thereafter, for as long as, to the licensee's knowledge, the meter is so relevant.
- 6. When the licensee receives, in connection with a proposed connection or disconnection of a meter, such a notice as is mentioned in sub-paragraph (1) of paragraph 12 of Schedule 2B to the Act or receives information in pursuance of sub-paragraph (3) of that paragraph, it shall promptly give the relevant shipper a copy thereof and furnish it with any further information relating to the meter which is requested by the relevant shipper and which the licensee either has or may readily obtain.
- 7. Subject to any direction given by the Authority, this condition shall cease to have effect on 31 December 2024.

Standard Special Condition B8. Provision of Terms

- 1. Subject to Standard Special Condition B6 (Application of Standard Special Conditions B7, B8, B9, B10, B11 and B12), this condition shall not be in effect in this licence.
- 2. This condition applies only in relation to the provision of gas meters other than:
 - (a) a gas meter capable of forming part of a smart metering system;
 - (b) an advanced domestic meter; or
 - (c) a prepayment advanced domestic meter.
- 3. Where the licensee receives a request from a relevant gas transporter, pursuant to paragraph 2(b) of Standard Special Condition D17 (Provision and Return of Meters) of the DN operator gas transporter licence, the licensee shall provide to the supplier the terms provided for in paragraph 5.
- 4. Where the licensee is required to provide the services described in paragraph 3 of Standard Special Condition B7, it shall be the duty of the licensee to provide those services on reasonable terms.

5. The terms referred to in paragraph 3 are the licensee's terms regarding:
- (a) the date by which the services required shall be provided (time being of the essence unless otherwise agreed between the parties);
 - (b) the charges to be paid in respect of the services required, such charges (save to the extent set out in any direction under paragraph 12 or unless manifestly inappropriate):
 - (i) to be presented in such a way as to be referable to the statements prepared in accordance with paragraph 7 of this condition, or any revision thereof; and
 - (ii) to be set in conformity with the requirements of paragraphs 6 to 9 of this condition; and
 - (c) such other detailed terms in respect of each of the services required as are

or

may be appropriate for the purpose of the agreement.

6. The licensee shall provide to the supplier such terms as are referred to in paragraph 5 as soon as practicable and (save where the Authority consents to a longer period) in any event not more than 28 days after receipt by the licensee from the relevant gas transporter of any request containing all such information as may reasonably be required for the purpose of formulating the terms of the agreement.
7. The licensee shall as soon as reasonably practicable prepare statements in a form approved by the Authority setting out:
- (a) the basis upon which charges for the provision of services of a type described in paragraph 3 will be made; and
 - (b) information relating to the other terms that will apply to the provision of each service,

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

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

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

Special 9.16 Restriction of prices in respect of Tariff Capped Metering Activities

Introduction

9.16.1 The purpose of this condition is to set out the tariff caps on certain metering activities.

Part A: Principal restriction

9.16.2 The licensee in setting its charges for each of its Tariff Capped Metering Activities in any Regulatory Year must not exceed the maximum tariff cap M_t^A in respect of that metering activity in that Regulatory Year.

Part B: Maximum tariff caps (M_t^A)

9.16.3 For the Regulatory Year commencing on 1 April 2021, the maximum tariff caps have the values set out in the following table.

Activity	Description	Maximum tariff caps (M^A) for 2021/22 (£ nominal)
$M^{A=1}$	Annual charge for providing and maintaining the assets that form a Domestic Credit Meter Installation, per meter per annum.	£17.70
$M^{A=2}$	Annual charge for providing and maintaining the assets that form a Prepayment Meter Installation, per meter per annum.	£44.27
$M^{A=3}$	Annual charge for providing a daily meter reading for Daily Metered Supply Meter Points, per supply meter point per annum.	£602.71
$M^{A=4}$	Carrying out work to replace a Domestic Credit Meter with a Prepayment Meter, per job undertaken.	£94.81

9.16.4 For each subsequent Regulatory Year, the maximum tariff caps have the value derived in accordance with the following formula:

$$M_t^A = M_{t-1}^A \times RPI_t$$

Where

RPI_t means the arithmetic average of the Retail Prices Index with respect to each of the six months from June to November in Regulatory Year t-1 divided by the arithmetic average of the Retail Price Index numbers with respect to the period from June to November in Regulatory Year t-2.

Part C: Departure from published statements of charges in respect of Tariff Capped Metering Activities

9.16.5 This paragraph applies where:

- (a) the licensee proposes to depart from its published statement of charges;
- (b) the departure would include increasing the licensee's charges to a supplier to a level which would in any Regulatory Year result in a breach of the license's obligations under paragraph 9.16.2; and
- (c) the departure arises either:
 - i. because of the supplier having wholly or partly disposed of its meters; or
 - ii. because the licensee considers the departure necessary to comply with the duty in paragraph 4 of Standard Special Condition B8 (Provision of Terms).

9.16.6 Where paragraph 9.16.5 applies the licensee must make a written application to the Authority:

- (a) specifying why the change is proposed;
- (b) specifying the metering activities to be provided to the supplier;
- (c) specifying the proposed level of charges broken down between the different kinds of metering activities to be provided to the supplier; and
- (d) including such other information to support its application as the Authority may reasonably specify in writing.

9.16.7 In paragraph 9.16.5 the reference to the statement of charges is a reference to the statement prepared in accordance with Standard Special Condition B8 (Provision of Terms) in respect of the provision of Tariff Capped Metering Activities.

9.16.8 The licensee may, with effect from the date of the application, levy the charges specified in that application in respect of that supplier if:

- (a) the Authority confirms in writing that it consents to such charges with or without amendment and to such extent, and on the basis of such terms and conditions, as the Authority may specify (in which case the licensee must apply the charges with any such amendment and only to such extent, and must comply with those terms and conditions); or
- (b) the Authority has not issued a direction to the licensee requiring the licensee not to exceed the maximum tariff cap during the period of 90 days beginning with the date of receipt of the application.

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

Licence Conditions relevant to all other Licensees

STANDARD SPECIAL CONDITIONS APPLICABLE TO ALL DN LICENSEES: PART D

Standard Special Condition D17. Provision and Return of Meters

1. Subject to paragraph 2, the licensee shall comply with any reasonable request by a relevant supplier (or a gas supplier who is about to become such a relevant supplier) to provide through a metering equipment manager and install at the premises of a domestic customer a gas meter, other than:

- (a) a gas meter capable of forming part of a smart metering system;
- (b) an advanced domestic meter; or
- (c) a prepayment advanced domestic meter

owned by the licensee and of a type specified by the supplier subject, however, to a meter of that type being reasonably available to the licensee and the supplier agreeing to pay its charges in respect of the meter.

1A. For the purposes of paragraph 1, "**metering equipment manager**" means:

- (a) a person approved in accordance with the Retail Energy Code as possessing expertise satisfactorily to provide meter-related services or a class or description of persons so approved (the "**relevant expertise**"); or
- (b) an undertaking approved in accordance with the Retail Energy Code as having staff possessing the relevant expertise and for the purposes of this definition,
 - (i) "**approved in accordance with the Retail Energy Code**" means approved in accordance with it for the purposes of this condition generally and "**staff**" includes officers, servants and agents; and
 - (ii) "**meter-related services**" means the provision, installation, commissioning, inspection, repairing, alteration, repositioning, removal, renewal and maintenance of the whole or part of the Supply Meter Installation as defined in Section M, paragraph 1.2 of the Network Code of Transco plc, as at 12 July 2004, as defined within

Amended Standard Condition 9 (Network Code) of Transco plc's gas transporter licence on that date.

2. Paragraph 1 shall not apply:-
 - (a) where:
 - (i) the premises in question are secondary sub-deduct premises; and
 - (ii) the owner or occupier of the premises has not agreed that the licensee may enter the premises for the purpose of removing the meter when the owner or occupier no longer requires the meter or the supply of gas; or
 - (b) where the licensee receives a reasonable request from a relevant supplier in accordance with paragraph 1, and the licensee submits that request within 14 days of receiving it to National Grid Gas plc to fulfil.
3. Where any gas meter owned by the licensee is disconnected by, or returned to, the licensee it shall promptly make an appropriate record of the details displayed on the register of the meter at the time of disconnection or return and of such other information in its possession as shall subsequently enable the identity of, and the date of disconnection or return of, the meter and the premises from which it was disconnected to be ascertained, and shall keep such a record for a period of not less than 2 years from the date of the disconnection or return, whichever is the later.
4. Where the licensee has reasonable cause to believe that any gas meter owned by it and disconnected by, or returned to, it is or may be relevant to -
 - (a) any investigation, proceedings or possible proceedings relating to the alleged theft of gas by any person or to an alleged offence under paragraph 10(1) of Schedule 2B to the Act; or
 - (b) any dispute as to the accuracy of the meter,the licensee shall use all reasonable endeavours to keep the meter in safe custody in the standard condition in which it was when disconnected or returned and with the register unaltered -
 - (i) during the period of 6 months beginning with the date on which the meter was disconnected or returned, for as long as the licensee continues to have reasonable cause to believe that the meter is or may be so relevant; and

- (ii) thereafter, for as long as, to the licensee's knowledge, the meter is so relevant.
5. When the licensee receives, in connection with a proposed connection or disconnection of a meter, such a notice as is mentioned in sub-paragraph (1) of paragraph 12 of Schedule 2B to the Act or receives information in pursuance of sub-paragraph (3) of that paragraph, it shall promptly give the relevant shipper a copy thereof and furnish it with any further information relating to the meter which is requested by the relevant shipper and which the licensee either has or may readily obtain.
6. Where the record kept by the licensee under paragraph 8 of Standard Special Condition A50 (System Development Obligations) shows that a relevant supplier has supplied gas to particular premises for less than 2 years and that the supplier has not, since it began to supply gas to those premises, secured an inspection of the meter for the purposes of standard condition 12 (Matters relating to Gas Meters) of the standard conditions of the Gas Supply licence as incorporated in its licence, the licensee shall give to the relevant shipper, for transmission to the supplier (except where the recipient of the notice is itself the supplier), not less than 4 months' notice of the date by which the next such inspection should be carried out, being a date falling not more than 2 years after the date shown in the licensee's record as the date of the last such inspection or, if later, 5 months after the licensee is informed that the supplier has begun to supply gas to the premises.
7. Subject to any direction given by the Authority, this condition shall cease to have effect on 31 December 2024.

Standard Special Condition D18. Provision of Metering and Meter Reading Services

1. Before attending to any request from a supplier:
 - (a) pursuant to paragraph 1 of Standard Special Condition D17 (Provision and Return of Meters);
 - (b) in relation to the provision of metering services other than those provided pursuant to sub-paragraph (a) above); or
 - (c) in relation to the provision of meter reading services;the licensee shall provide to that supplier the terms provided for in paragraph 2.

- 1A. Where and to the extent that the licensee is required to provide services under sub-paragraph (a) of paragraph 1 above, it shall be the duty of the licensee to provide the services mentioned in that sub-paragraph on reasonable terms.

2. The terms referred to in paragraph 1 are the licensee's terms regarding;
 - (a) the date by which the services required shall be provided (time being of the essence unless otherwise agreed between the parties);
 - (b) the charges to be paid in respect of the services required, such charges (save to the extent set out in any direction under paragraph 10 or unless manifestly inappropriate):
 - (i) to be presented in such a way as to be referable to the statements prepared in accordance with paragraph 5 of this condition, or any revision thereof; and
 - (ii) to be set in conformity with the requirements of paragraphs 4 to 7 of this condition; and
 - (c) such other detailed terms in respect of each of the services required as are or may be appropriate for the purpose of the agreement.

2. The licensee shall provide to the supplier such terms as are referred to in paragraph 2 above as soon as practicable and (save where the Authority consents to a longer period) in any event not more than 28 days after receipt by the licensee from any person of any application containing all such information as may reasonably be required for the purpose of formulating the terms of the agreement.

3. Except in so far as the Authority accepts otherwise, the licensee shall enter into agreements with suppliers for the provision of:
 - (a) gas meters pursuant to Standard Special Condition D17 (Provision and Return of Meters);
 - (a) metering services other than the provision of gas meters pursuant to sub-paragraph (a) above; or
 - (b) meter reading services,without variation to any terms provided in relation to a particular request from a supplier pursuant to paragraph 2.

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

- (a) the basis upon which charges for the provision of services of a type described in paragraph 1 will be made; and
 - (b) information relating to the other terms that will apply to the provision of each service,

in each case in such form and with such detail as shall be necessary to enable any supplier to make a reasonable estimate of the charges to which he would become liable for the provision of such services and of the other terms, likely to have a material impact on the conduct of his business, upon which the service would be provided and (without prejudice to the foregoing) including the information set out in paragraph 6.
- 6. The statements referred to in paragraph 5 shall include:
 - (a) a schedule of charges for such services; and
 - (b) an explanation of the methods by which and the principles on which such charges will be calculated.
- 7. The licensee may periodically review the information set out in and, with the approval of the Authority, alter the form of the statements prepared in accordance with paragraph 5 and shall, at least once in every year that this licence is in force, make any necessary revisions to such statements in order that the information set out in the statements shall continue to be accurate in all material respects.
- 8. The licensee shall send a copy of the statements in accordance with paragraph 5, and of each revision of such statements in accordance with paragraph 7, to the Authority.
- 9. The licensee shall give or send a copy of the statements prepared in accordance with paragraph 5, or (as the case may be) of the latest revision of such statements in accordance with paragraph 7, to any supplier who requests a copy of such statement or statements.
- 10. The licensee may make a charge for any statement given or sent pursuant to paragraph 9 of an amount which shall not exceed the amount specified in directions issued by the Authority for the purposes of this condition based on the Authority's estimate of the licensee's reasonable costs of providing such a statement.
- 11. The Authority, having regard, in particular, to any representations made to it by the licensee and other persons may issue a direction relieving the licensee of its

obligations under paragraphs 1(b), 1(c), 1A, 3 and 5 to such extent and subject to such terms and conditions as it may specify in that direction.

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

Special Condition 9.10 Restriction of prices in respect of Tariff Capped Metering Activities

Introduction

9.10.1 The purpose of this condition is to set out the tariff caps on certain metering activities.

Part A Principal restriction

9.10.2 The licensee in setting its charges for each of its Tariff Capped Metering Activities in any Regulatory Year must not exceed the maximum tariff cap M_t^A in respect of that metering activity in that Regulatory Year.

Part B Maximum tariff caps (M_t^A)

9.10.3 For the Regulatory Year commencing on 1 April 2021, the maximum tariff caps have the values set out in the following table.

Activity	Description	Maximum tariff caps (M^A) for 2021/22 (£ nominal)
$M^{A=1}$	Annual charge for providing and maintaining the assets that form a Domestic Credit Meter Installation, per meter per annum.	£17.70
$M^{A=2}$	Annual charge for providing and maintaining the assets that form a Prepayment Meter Installation, per meter per annum.	£44.27
$M^{A=3}$	Annual charge for providing a daily meter reading for Daily Metered Supply Meter Points, per supply meter point per annum.	£602.71
$M^{A=4}$	Carrying out work to replace a Domestic Credit Meter with a Prepayment Meter, per job undertaken.	£94.81

9.10.4 For each subsequent Regulatory Year, the maximum tariff caps have the value derived in accordance with the following formula:

$$M_t^A = M_{t-1}^A \times RPI_t$$

where

RPI_t means the arithmetic average of the Retail Prices Index with respect to each of the six months from June to November in Regulatory Year t-1 divided by the

arithmetic average of the Retail Price Index numbers with respect to the period from June to November in Regulatory Year t-2.

Departure from published statements of charges in respect of Tariff Capped Metering Activities

9.10.5 This paragraph applies where:

- (a) the licensee proposes to depart from its published statement of charges;
- (b) the departure would include increasing the licensee's charges to a supplier to a level which would in any Regulatory Year result in a breach of the licensee's obligations under paragraph 9.10.2; and
- (c) the departure arises either:
 - i. because of the supplier having wholly or partly disposed of its meters; or
 - ii. because the licensee considers the departure necessary to comply with the duty in paragraph 1A of Standard Special Condition D18 (Provision of Metering and Meter Reading Services).

9.10.6 Where paragraph 9.10.4 applies the licensee must make a written application to the Authority:

- (a) specifying why the change is proposed;
- (b) specifying the metering activities to be provided to that supplier;
- (c) specifying the proposed level of charges broken down between the different types of metering activities to be provided to that supplier; and
- (d) including such other information to support its application as the Authority may reasonably specify in writing.

9.10.7 In paragraph 9.16.5 the reference to the statement of charges is a reference to the statement prepared in accordance with Standard Special Condition D18 (Provision of Metering and Meter Reading Services) in respect of the provision of Tariff Capped Metering Activities.

9.10.8 The licensee may, with effect from the date of the application, levy the charges specified in that application in respect of that supplier if:

- (a) the Authority confirms in writing that it consents to such charges with or without amendment and to such extent, and on the basis of such terms and conditions, as the Authority may specify (in which case the licensee must apply the charges with any such amendment and only to such extent, and must comply with those terms and conditions); or
- (b) the Authority has not issued a direction to the licensee requiring the licensee not to exceed the maximum tariff cap within the period of 90 days beginning with the date of receipt of the application.

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

Appendix 2 – MPOLR and BMPOLR Licence Conditions

Licence Conditions relevant to National Gas

STANDARD SPECIAL CONDITIONS APPLICABLE TO ALL NTS LICENSEES: PART B

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

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

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

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

Arrangements in respect of meters

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

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

Services for vulnerable domestic customers

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

Provision of information

5. The licensee must prepare a statement, in plain and intelligible language, that sets out and explains its arrangements for complying with its obligations under this condition.

6. In relation to the statement prepared under paragraph 5, the licensee must:
 - (a) publish the statement on and make it readily accessible from its website;
 - (b) at least once each year, take all reasonable steps to inform domestic customers whose premises are connected to the pipe-line system, of the existence of the statement and how to obtain it;
 - (c) when asked to do so, provide to a domestic customer whose premises are connected to the pipe-line system and who is blind, partially sighted, deaf, or hearing-impaired, the statement in a manner or a format that is suitable for that customer's special communication needs;
 - (d) when asked to do so, provide to a domestic customer whose premises are connected to the pipe-line system and whose first language is not English, such assistance or advice as will enable that customer to understand the contents of the statement; and
 - (e) give a copy of the statement on request and free of charge to any person.

7. The statement prepared under paragraph 5 may, at the licensee's choice, be published as a single document that may also include the statements referred to in Standard Special Condition B11 (Arrangements for access to premises)

8. For the purposes of this condition:

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

Standard Special Condition B11. Arrangements for access to premises

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

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

Standard Special Condition B12. Reporting on Performance

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

Licence Conditions relevant to all other Licensees

STANDARD SPECIAL CONDITIONS APPLICABLE TO ALL DN LICENSEES: PART D

Standard Special Condition D13. Provision of services for specific domestic customer groups

Eligibility for Services

1. The licensee must set up and maintain practices and procedures to identify domestic customers who may be eligible for assistance under this condition as a result of its customer interaction, and offer these customers specific priority services.
2. Customers eligible for assistance under this condition are domestic customers who:
 - (a) are either:
 - (i) of pensionable age, disabled, chronically sick or live with children aged under five; or
 - (ii) otherwise in a vulnerable situation, and require additional services related to their access, communication and safety needs; and
 - (b) have:
 - (i) personally approached the licensee to register their details as an eligible customer under this condition;
 - (ii) had a person acting on their behalf ask for their name to be registered;or
 - (iii) had a relevant supplier or relevant distributor ask for their name and any relevant details to be suitably recorded for the purpose of providing additional services as described in this condition.

Arrangements in respect of meters

3. Where a relevant supplier or a gas supplier who is about to become such a supplier has-
 - (a) pursuant to paragraph 5(d) of standard condition 26 (Priority Services Register) of its supply licence transmitted to the licensee a request for the repositioning of a meter owned by the licensee; and

- (b) undertaken to pay the licensee's reasonable expenses in complying with the request,

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

Services for vulnerable domestic customers

4. The licensee must offer, free of charge, to agree a password with any customer who is eligible for assistance (or their representative), that can be used by any representative of the licensee to enable the customer to identify that person for the purpose of carrying out necessary work for which the password was agreed.
5. The licensee must provide facilities, free of charge to domestic customers, which enables any domestic customer who has additional communication needs to ask or complain about any service provided by the licensee.
6. In so far as permitted by any laws relating to data protection and/or privacy, the licensee must, upon becoming aware of a domestic customer who may be eligible for assistance under this condition give the relevant supplier and/or relevant distributor such details of that customer, in such intervals as are relevant to the performance of that supplier or distributor's obligations under its licence.
7. For the purposes of complying with its obligations under this condition (including in respect of obtaining, recording, using and sharing information), the licensee must comply with any laws relating to data protection and/or privacy.

Provision of information

8. The licensee must prepare a statement, in plain and intelligible language, that sets out and explains its arrangements for complying with its obligations under this condition.
9. In relation to the statement prepared under paragraph 8, the licensee must:
 - (a) publish the statement on and make it readily accessible from its website;
 - (b) at least once each year, take all reasonable steps to inform domestic customers whose premises are connected to the pipe-line system to which this licence relates, of the existence of the statement and how to obtain it;
 - (c) when asked to do so by a customer with additional communication needs, provide to that customer whose premises are connected to the pipe-line

system to which this licence relates, the statement in a manner or a format that is suitable for that customer's needs;

- (d) when asked to do so, provide to a domestic customer whose premises are connected to the pipe-line system to which this licence relates and whose first language is not English, such assistance or advice as will enable that customer to understand the contents of the statement; and
- (e) give a copy of the statement on request and free of charge to any person.

10. The statement prepared under paragraph 8 may, at the licensee's choice, be published as a single document that may also include the statements referred to in Standard Special Condition D14 (Arrangements for access to premises).

Other domestic customers and other services

11. Nothing in this condition prevents the licensee from:

- (a) including domestic customers additional to those specified under paragraph 2; or
- (b) providing services to domestic customers that exceed those required under this condition.

Interpretation

12. For the purposes of this condition:

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

"relevant distributor" means the licenced electricity distributor to whose electricity distribution network the domestic customer's premises are connected.

Standard Special Condition D14. Arrangements for access to premises

1. The licensee must take all reasonable steps to ensure that each representative of the licensee who visits a customer's premises on its behalf:
 - (a) possesses the skills necessary to perform the required function;
 - (b) can be readily identified as a representative of the licensee by a member of the public;
 - (c) uses any password that the licensee has agreed with the customer in accordance with paragraph 2 of Standard Special Condition D13 (Provision of services for specific domestic customer groups);
 - (d) is a fit and proper person to visit and enter the customer's premises; and
 - (e) is able to inform the customer, on request, of the gas emergency helpline number.
2. The licensee must take all reasonable steps, where a representative exercises the powers of entry conferred by Schedule 2B (the Gas Code) to the Act, to avoid undue disturbance to owners or occupiers of premises as a result of visits being made to their premises by its representatives and the representatives of other licence holders exercising powers of entry for like purposes.
3. The licensee must prepare a statement that sets out, in plain and intelligible language, its arrangements for complying with its obligations under paragraph 1.
4. In relation to the statement prepared under paragraph 3 the licensee must:
 - (a) publish that statement on and make it readily accessible from its website ;
 - (b) at least once each year, take all reasonable steps to inform customers whose premises are connected to the pipe-line system to which this licence relates of the existence of the statement and how to obtain it;
 - (c) when asked to do so, provide to a customer whose premises are connected to the pipe-line system to which this licence relates and, who is blind, partially sighted, deaf, or hearing-impaired, the statement in a manner or a format that is suitable for that customer's special communication needs;
 - (d) when asked to do so, provide to a customer, whose premises are connected to the pipe-line system to which this licence relates and whose first language

is not English, such assistance or advice as will enable that person to understand the contents of the statement; and

- (e) give a copy of the statement on request and free of charge to any person.
5. The statement prepared under paragraph 3 may, at the licensee's choice, be prepared and published as a single document that may also include the statements referred to in Standard Special Condition D13 (Provision of services for specific domestic customer groups)
 6. In paragraph 2, the reference to visiting premises includes a reference to entry under the authority of a warrant obtained under the Rights of Entry (Gas and Electricity Boards) Act 1954.

Standard Special Condition D16. Reporting on Performance

1. The licensee must provide the Authority and Citizens Advice and Consumer Scotland with information specified by the Authority relating to matters that it reasonably considers are relevant to the licensee's customers in relation to Standard Special Condition D13 (Provision of services for specific domestic customer groups), Standard Special Condition D14 (Arrangements for access to premises)
2. The information provided by the licensee under paragraph 1 must be in the form of a statistical record having such content and being presented in such a format and at such intervals of time as the Authority may from time to time direct.
3. Prior to issuing a direction under paragraph 2 the Authority must:
 - (a) consult with the licensee and Citizens Advice and Consumer Scotland; and
 - (b) consider any representations received as part of the consultation, including any about the materiality of costs that are likely to be incurred by the licensee in obtaining the information to be specified in the direction.
4. The obligations of this condition shall apply in respect of each Distribution Network (as defined in Special Condition 1A (Restriction of revenue in respect of the Distribution Network Transportation Activity: definitions)).

Standard Special Condition D19. Non-discrimination in the provision of metering activities

1. The licensee shall avoid undue discrimination and undue preference between any persons or class or classes of persons in the provision of metering activities.
2. Without prejudice to paragraph 1 and subject to paragraph 4 of this condition, the licensee shall not make charges for the provision of metering activities to any supplier or class or classes of supplier which differ in respect of any item separately identified in the statements referred to in paragraph 5 of Standard Special Condition D18 (Provision of Metering and Meter Reading Services) from those for the provision of metering activities to any other gas supplier or class or classes of supplier except insofar as such differences reasonably reflect differences in the costs associated with such provision.
3. Notwithstanding paragraph 2 of this condition, the licensee shall not make any charges in respect of metering activities in respect of any item of charge separately identified in the statements referred to in paragraph 5 of Standard Special Condition D18 (Provision of Metering and Meter Reading Services) on any supplier whose contract does not provide for him to receive the activity to which such item of charge refers.
4. The licensee shall not in setting charges in respect of metering activities restrict, distort or prevent competition in the supply or conveyance of gas.

Appendix 3 – Privacy notice on consultations

Personal data

The following explains your rights and gives you the information you are entitled to under the General Data Protection Regulation (GDPR).

Note that this section only refers to your personal data (your name address and anything that could be used to identify you personally) not the content of your response to the consultation.

1. The identity of the controller and contact details of our Data Protection Officer

The Gas and Electricity Markets Authority is the controller, (for ease of reference, "Ofgem"). The Data Protection Officer can be contacted at dpo@ofgem.gov.uk

2. Why we are collecting your personal data

Your personal data is being collected as an essential part of the consultation process, so that we can contact you regarding your response and for statistical purposes. We may also use it to contact you about related matters.

3. Our legal basis for processing your personal data

As a public authority, the GDPR makes provision for Ofgem to process personal data as necessary for the effective performance of a task carried out in the public interest. i.e. a consultation.

4. With whom we will be sharing your personal data

(Include here all organisations outside Ofgem who will be given all or some of the data. There is no need to include organisations that will only receive anonymised data. If different organisations see different set of data then make this clear. Be as specific as possible.)

5. For how long we will keep your personal data, or criteria used to determine the retention period.

Your personal data will be held for (be as clear as possible but allow room for changes to programmes or policy. It is acceptable to give a relative time e.g. 'six months after the project is closed')

6. Your rights

The data we are collecting is your personal data, and you have considerable say over what happens to it. You have the right to:

- know how we use your personal data
- access your personal data
- have personal data corrected if it is inaccurate or incomplete
- ask us to delete personal data when we no longer need it
- ask us to restrict how we process your data
- get your data from us and re-use it across other services
- object to certain ways we use your data
- be safeguarded against risks where decisions based on your data are taken entirely automatically
- tell us if we can share your information with 3rd parties
- tell us your preferred frequency, content and format of our communications with you
- to lodge a complaint with the independent Information Commissioner (ICO) if you think we are not handling your data fairly or in accordance with the law. You can contact the ICO at <https://ico.org.uk/>, or telephone 0303 123 1113.

7. Your personal data will not be sent overseas (Note that this cannot be claimed if using Survey Monkey for the consultation as their servers are in the US. In that case use “the Data you provide directly will be stored by Survey Monkey on their servers in the United States. We have taken all necessary precautions to ensure that your rights in term of data protection will not be compromised by this”.

8. Your personal data will not be used for any automated decision making.

9. Your personal data will be stored in a secure government IT system. (If using a third party system such as Survey Monkey to gather the data, you will need to state clearly at which point the data will be moved from there to our internal systems.)

10. More information For more information on how Ofgem processes your data, click on the link to our “[ofgem privacy promise](#)”.