

**To: All holders of a gas supply licence who are relevant licence holders for the purposes of section 23(10) of the Gas Act 1986.**

**GAS ACT 1986  
SECTION 23(1)(b)**

**MODIFICATIONS PURSUANT TO SECTION 23(1)(b) OF THE GAS ACT 1986 OF THE STANDARD CONDITIONS OF THE GAS SUPPLY LICENCE GRANTED OR TREATED AS GRANTED UNDER SECTION 7A(1) OF THE GAS ACT 1986.**

**NOTICE OF REASONS FOR THE DECISION TO MODIFY THE STANDARD CONDITIONS OF THE GAS SUPPLY LICENCE UNDER SECTION 38A OF THE GAS ACT 1986.**

WHEREAS:

1. Each of the companies to whom this notice is addressed holds a gas supply licence granted, or treated as granted, pursuant to section 7A(1) of the Gas Act 1986 (“the Act”).

2. In accordance with section 23(2) of the Act, the Gas and Electricity Markets Authority (“the Authority”) gave notice on 17 May 2013 (“the Notice”) that it proposed to make modifications to the standard conditions of the gas supply licence by:

(a) amending standard condition 1; and

(b) inserting standard condition 25C.

The Notice required any representations with respect to the proposed modifications to be made on or before 18 June 2013.

3. In accordance with section 23(4)(b)(ii) of the Act, the Authority sent a copy of the Notice to the Secretary of State and has not received a direction not to make the modifications.

4. The Authority received 8 representations in relation to the proposed modifications. All non-confidential representations made in relation to the proposed licence modifications are available free of charge from the Ofgem Research and Information Centre, 9 Millbank, London SW1P 3GE or from the Ofgem website at [www.ofgem.gov.uk](http://www.ofgem.gov.uk).

5. The Authority has carefully considered the representations made and has decided to proceed with all the modifications proposed in the Notice.

6. In accordance with section 38A of the Act, the reasons for making the licence modifications are to implement standards of conduct for domestic customers pursuant to the Retail Market Review. Further details of reasons for the licence modifications are stated in the following documents:

(a) Implementation of the domestic Standards of Conduct – decision to make licence modifications (107/13), 28 June 2013;

(b) Proposed licence modification of Standard Licence Condition (SLC) 1 and insertion of new SLC 25C of the gas and electricity domestic supply licences (80/13) 17 May 2013;

(c) The Retail Market Review – Final domestic proposals (40/13), 27 March 2013;

- (d) The Retail Market Review – Final Impact Assessment for domestic proposals (40/13), 27 March 2013;
- (e) The Retail Market Review – Updated domestic proposals (135/12), 26 October 2012;
- (f) The Retail Market Review: Domestic Proposals (166/11), 1 December 2011;
- (g) The Retail Market Review – Findings and Initial Proposals (34/11), 21 March 2011.

These documents are available free of charge from the Ofgem Research and Information Centre, 9 Millbank, London, SW1P 3GE (020 7901 7003) or from the Ofgem website at [www.ofgem.gov.uk](http://www.ofgem.gov.uk).

7. The effects of the licence modifications are described in the following documents:

- (a) Implementation of the domestic Standards of Conduct – decision to make licence modifications (107/13), 28 June 2013;
- (b) Proposed licence modification of Standard Licence Condition (SLC) 1 and insertion of new SLC 25C of the gas and electricity domestic supply licences (80/13) 17 May 2013; and
- (c) The Retail Market Review – Final domestic proposals (40/13), 27 March 2013.

8. Where an application for permission to appeal the Authority’s decision is made to the Competition Commission under section 23B of the Act, Rule 5.7 of the Competition Commission’s Energy Licence Modification Appeals Rules requires the appellant to send to any relevant licence holders who are not parties to the appeal a non-confidential notice setting out the matters required in Rule 5.2. The attached schedule 1 provides a list of the relevant licence holders in relation to this modification. The meaning of “relevant licence holder” is set out in section 23(10) of the Act.

**Now therefore**

In accordance with the powers contained in section 23(1)(b) of the Act, the Authority hereby modifies the standard conditions for all gas supply licences in the manner specified in schedule 2 with effect on and from the following times and dates:

<b>Modifications</b>	<b>Date</b>
Standard condition 1	On and from 00:00 on 26 August 2013.
Standard condition 25C	On and from 00:00 on 26 August 2013.

This document constitutes a notice of reasons for the decision to modify the standard conditions of the gas supply licence under section 38A of the Act.

**The Official Seal of the Gas and Electricity Markets Authority here affixed is authenticated by the signature of Maxine Frerk**



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**Maxine Frerk  
Partner Retail Markets & Research  
Ofgem  
Duly Authorised on behalf of the Gas and Electricity Markets Authority**

**28 June 2013**

## SCHEDULE 1

### LIST OF RELEVANT LICENCE HOLDERS

Name	Address
<b>Domestic &amp; Non-Domestic</b>	
<b>Atlantic Gas Limited</b>	Inveralmond House 200 Dunkeld Road Perth Perthshire PH1 3AQ Great Britain
<b>Axis Telecom Limited</b>	37-43 Shirethorn House Prospect Street Hull East Yorkshire HU2 8PX Great Britain
<b>Better Energy Supply Limited</b>	68 Musters Road West Bridgford Nottingham NG2 7PR Great Britain
<b>British Gas Trading Limited</b>	Millstream Maidenhead Road Windsor Berkshire SL4 5GD Great Britain
<b>Co-Operative Energy Limited</b>	Co-operative House

	Warwick Technology Park Gallows Hill Warwick CV34 6DA Great Britain
<b>Countrywide Farmers Plc</b>	Countrywide House Asparagus Way Vale Park Evesham Worcestershire WR11 1GN Great Britain
<b>Crown Oil Limited</b>	The Oil Centre Bury New Road Heap Bridge Bury Lancashire BL9 7HY Great Britain
<b>Daligas Limited</b>	178 Seven Sisters Road London N7 7PX Great Britain
<b>Donnington Energy Limited</b>	c/o Opus Energy Lambourne House 311-321 Banbury Road Oxford OX2 7JF

	Great Britain
<b>Dual Energy Direct Limited</b>	4th Floor Premium House The Esplanade Worthing West Sussex BN11 2BJ Great Britain
<b>E.ON Energy Gas (Eastern) Limited</b>	Westwood Way Westwood Business Park Coventry Warwickshire CV4 8LG Great Britain
<b>E.ON Energy Solutions Limited</b>	Westwood Way Westwood Business Park Coventry Warwickshire CV4 8LG Great Britain
<b>Eclipse Energy Supply Limited</b>	286A High Street Dorking Surrey RH4 1QT Great Britain
<b>Economy Energy Trading Limited</b>	Rapide House Siskin Parkway West Coventry

	Warwickshire CV3 4PB Great Britain
<b>EDF Energy Customers Plc</b>	40 Grosvenor Place Victoria London SW1X 7EN Great Britain
<b>Energy 2 Sell Gas Supply Limited</b>	C/O Gilmond Consulting Richmond House Richmond Hill Bournemouth BH2 6EQ Great Britain
<b>First Utility Limited</b>	Point 6 Opus 40 Business Park Haywood Road Warwick CV34 5AH Great Britain
<b>Flow Energy Limited</b>	Felaw Maltings Ground Floor 48 Felaw Street Ipswich IP2 8PN Great Britain
<b>Gas Plus Supply Limited</b>	Network HQ

	333 Edgware Rd London NW9 6TD Great Britain
<b>Goldgas UK Limited</b>	6th Floor 94-96 Wigmore Street London W1U 3RF Great Britain
<b>Good Energy Gas Limited</b>	Monkton Reach Monkton Hill Chippenham SN15 1EE Great Britain
<b>Hudson Energy Supply UK Limited</b>	Fasken Martineau LLP 17 Hanover Square London W1S 1HU Great Britain
<b>I.C.S. 1989 Limited</b>	1 Minster Court Tuscam Way Camberley Surrey GU15 3YY Great Britain
<b>KAL-Energy Limited</b>	39-43 Bridge Street Mexborough South Yorkshire



	<p>S64 8AP</p> <p>Great Britain</p>
<b>Lovely Energy Limited</b>	<p>72 Hawlands</p> <p>Rugby</p> <p>Warwickshire</p> <p>CV21 1LJ</p> <p>Great Britain</p>
<b>Nationwide Electricity Limited</b>	<p>Unit 1, Maple Court</p> <p>Maple Road</p> <p>Tankersley</p> <p>Barnsley</p> <p>South Yorkshire</p> <p>S75 3DP</p> <p>Great Britain</p>
<b>Npower Direct Limited</b>	<p>Windmill Hill Business Park</p> <p>Whitehill Way</p> <p>Swindon</p> <p>Wiltshire</p> <p>SN5 6PB</p> <p>Great Britain</p>
<b>Npower Gas Limited</b>	<p>Windmill Hill Business Park</p> <p>Whitehill Way</p> <p>Swindon</p> <p>Wiltshire</p> <p>SN5 6PB</p> <p>Great Britain</p>
<b>Npower Northern Limited</b>	<p>Windmill Hill Business Park</p> <p>Whitehill Way</p>

	<p>Swindon</p> <p>Wiltshire</p> <p>SN5 6PB</p> <p>Great Britain</p>
<b>Npower Yorkshire Limited</b>	<p>Windmill Hill Business Park</p> <p>Whitehill Way</p> <p>Swindon</p> <p>Wiltshire</p> <p>SN5 6PB</p> <p>Great Britain</p>
<b>Open4Energy Limited</b>	<p>8 Forty Green Drive</p> <p>Marlow</p> <p>Bucks</p> <p>SL7 2JY</p> <p>Great Britain</p>
<b>Opus Energy Limited</b>	<p>c/o Opus Energy</p> <p>Lambourne House</p> <p>311-321 Banbury Road</p> <p>Oxford</p> <p>OX2 7JF</p> <p>Great Britain</p>
<b>Opus Gas Supply Limited</b>	<p>c/o Opus Energy</p> <p>Lambourne House</p> <p>311-321 Banbury Road</p> <p>Oxford</p> <p>OX2 7JF</p> <p>Great Britain</p>
<b>Ovo Gas Limited</b>	<p>Wellington House</p>

	<p>Kemble Enterprise Park</p> <p>Kemble</p> <p>Cirencester</p> <p>Gloucestershire</p> <p>GL7 6BQ</p> <p>Great Britain</p>
<b>Pan-Utility Limited</b>	<p>Phoenix House</p> <p>Desborough Park Road</p> <p>High Wycombe</p> <p>Buckinghamshire</p> <p>HP12 3BQ</p> <p>Great Britain</p>
<b>Scottish Hydro Electric Gas Limited</b>	<p>Inveralmond House</p> <p>200 Dunkeld Road</p> <p>Perth</p> <p>Perthshire</p> <p>PH1 3AQ</p> <p>Great Britain</p>
<b>Scottish Power Energy Retail Limited</b>	<p>1 Atlantic Quay</p> <p>Robertson Street</p> <p>Glasgow</p> <p>G2 8SP</p> <p>Great Britain</p>
<b>Seaboard Energy Gas Limited</b>	<p>40 Grosvenor Place</p> <p>Victoria</p> <p>London</p> <p>SW1X 7EN</p> <p>Great Britain</p>

<b>Social Ventures in Energy Limited</b>	A J Carter & Co 22b High Street Witney Oxfordshire OX28 6RB Great Britain
<b>Southern Electric Gas Limited</b>	55 Vastern Road Reading RG1 8BU Great Britain
<b>Spark Energy Supply Limited</b>	Regent House 316 Beulah Hill Upper Norwood London SE19 3HF Great Britain
<b>SWALEC Gas Limited</b>	55 Vastern Road Reading RG1 8BU Great Britain
<b>Telecom Plus PLC</b>	Network HQ 333 Edgware Rd London NW9 6TD Great Britain
<b>The Renewable Energy Company Limited</b>	Unicorn House 7 Russell Street Stroud

	<p>Gloucestershire</p> <p>GL5 3AX</p> <p>Great Britain</p>
<b>Total Gas &amp; Power Limited</b>	<p>10 Upper Bank Street</p> <p>Canary Wharf</p> <p>London</p> <p>E14 5BF</p> <p>Great Britain</p>
<b>UK Healthcare Corporation Limited</b>	<p>Portland Buildings</p> <p>127-129 Portland Street</p> <p>Manchester</p> <p>M1 4PZ</p> <p>Great Britain</p>
<b>Utilita Energy Limited</b>	<p>Secure House</p> <p>Moorside Road</p> <p>Winchester</p> <p>Hampshire</p> <p>SO23 7RX</p> <p>Great Britain</p>
<b>Utilita Gas Limited</b>	<p>Secure House</p> <p>Moorside Road</p> <p>Winchester</p> <p>Hampshire</p> <p>SO23 7RX</p> <p>Great Britain</p>
<b>Zog Energy Limited</b>	<p>IP-City Centre</p> <p>1 Bath Street</p> <p>Ipswich</p>

	IP2 8SD Great Britain
<b>Non-Domestic</b>	
<b>Abacus Financial Limited</b>	Quadrant House Floor 6 4 Thomas More Square London E1W 1YW Great Britain
<b>Adrian Francis Associates Limited</b>	Reedham House 31 King Street West Manchester M3 2PJ Great Britain
<b>AMRECS LLC</b>	44 Wall Street 12th Floor New York NY 10005 USA
<b>Better Business Energy Limited</b>	Unit 18 The Bridge Business Centre Beresford Way Chesterfield Derbyshire S41 9FG Great Britain
<b>Blizzard Utilities Limited</b>	Swan Court Waterhouse Street

	Hemel Hempstead Hertfordshire HP1 1DS Great Britain
<b>BP Gas Marketing Limited</b>	Chertsey Road Sunbury On Thames Middlesex TW16 7BP Great Britain
<b>Brilliant Energy Limited</b>	c/o Callax Limited Level 7 Tower 42 25 Old Broad Street London EC2N 1HN Great Britain
<b>Britannia Gas Limited</b>	Sadler House 14-16 Sadler Street Middleton Manchester M24 5UJ Great Britain
<b>Business Energy Solutions Limited</b>	Parkside Stand Fleetwood Town Football Club Park Avenue Fleetwood FY7 6TX Great Britain

<b>Chevron Products UK Limited</b>	1 Westferry Circus Canary Wharf London E14 4HA Great Britain
<b>Cofathec Heatsave Limited</b>	c/o Michael Booth, Stuart House Coronation Road Cressex Business Park High Wycombe Buckinghamshire HP12 3TA Great Britain
<b>Contract Natural Gas Limited</b>	CNG House 5 Victoria Avenue Harrogate North Yorkshire HG1 1EQ Great Britain
<b>Corona Energy Retail 1 Limited</b>	Edward Hyde Building 38 Clarendon Road Watford WD17 1JW Great Britain
<b>Corona Energy Retail 2 Limited</b>	50 Lothian Road Festival Square Edinburgh EH3 9WJ Great Britain



<b>Corona Energy Retail 3 Limited</b>	Edward Hyde Building 38 Clarendon Road Watford WD17 1JW Great Britain
<b>Corona Energy Retail 4 Limited</b>	Edward Hyde Building 38 Clarendon Road Watford WD17 1JW Great Britain
<b>Data Energy Management Services Limited</b>	Bentfield Place Bentfield Road Stansted Essex CM24 8HL Great Britain
<b>Distrigas S.A.</b>	Rue de Lindustrie 10 Brussels 1000 Belgium
<b>Distrigaz S.A/NV</b>	Avenue Des Arts 31 Brussels 1040 Belgium
<b>Dong Energy Sales (UK) Limited</b>	1-3 Strand London WC2N 5EJ Great Britain

<b>Dong Energy Sales (UK) Limited</b>	1-3 Strand London WC2N 5EJ Great Britain
<b>Dong Naturgas A/S</b>	Agern Alle 24 - 26 Horsholm 2970 Denmark
<b>E.ON Energy Gas (North West) Limited</b>	Westwood Way Westwood Business Park Coventry Warwickshire CV4 8LG Great Britain
<b>E.ON UK Gas Limited</b>	Westwood Way Westwood Business Park Coventry Warwickshire CV4 8LG Great Britain
<b>E.ON UK Plc</b>	Westwood Way Westwood Business Park Coventry Warwickshire CV4 8LG Great Britain
<b>Eco Green Management Limited</b>	6 Gainsborough Drive Leeds

	<p>LS16 7PF</p> <p>Great Britain</p>
<b>Economy Gas Limited</b>	<p>Universal House</p> <p>Longley Lane</p> <p>Manchester</p> <p>M22 4SY</p> <p>Great Britain</p>
<b>EDF Trading Limited</b>	<p>80 Victoria Street</p> <p>Cardinal Place</p> <p>3rd Floor</p> <p>London</p> <p>SW1E 5JL</p> <p>Great Britain</p>
<b>Energy Data Company Limited</b>	<p>Hurst House</p> <p>131-133 new London Road</p> <p>Chelmsford</p> <p>Essex</p> <p>CM2 0QT</p> <p>Great Britain</p>
<b>Energy For Business Limited</b>	<p>Unit 3A, Rudgate Court</p> <p>Rudgate</p> <p>Walton</p> <p>Wetherby</p> <p>West Yorkshire</p> <p>LS23 7BF</p> <p>Great Britain</p>
<b>ENI Trading &amp; Shipping S.P.A</b>	<p>Via Laurentina 449</p> <p>142</p>

	Rome Italy
<b>Eni UK Limited</b>	ENI House 10 Ebury Bridge Road London SW1W 8PZ Great Britain
<b>Gazprom Marketing &amp; Trading Retail Limited</b>	Regent's Place 2 20 Triton Street London NW1 3BF Great Britain
<b>GDF Suez Energy UK Limited</b>	No 1 Leeds 26 Whitehall Road Leeds West Yorkshire LS12 1BE United Kingdom
<b>GDF Suez Marketing Limited</b>	No 1 Leeds 26 Whitehall Road Leeds West Yorkshire LS12 1BE United Kingdom
<b>GDF Suez Sales Limited</b>	No 1 Leeds 26 Whitehall Road Leeds West Yorkshire

	<p>LS12 1BE</p> <p>United Kingdom</p>
<b>GDF Suez Solutions Limited</b>	<p>No 1 Leeds</p> <p>26 Whitehall Road</p> <p>Leeds</p> <p>West Yorkshire</p> <p>LS12 1BE</p> <p>United Kingdom</p>
<b>ICD Gas Limited</b>	<p>115 Craven Park Road</p> <p>London</p> <p>N15 6BL</p> <p>Great Britain</p>
<b>International Power Fuel Company Limited</b>	<p>Senator House</p> <p>85 Queen Victoria Street</p> <p>London</p> <p>EC4V 4DP</p> <p>Great Britain</p>
<b>International Power Plc</b>	<p>Senator House</p> <p>85 Queen Victoria Street</p> <p>London</p> <p>EC4V 4DP</p> <p>Great Britain</p>
<b>J.P. Morgan Energy Europe Limited</b>	<p>25 Bank Street</p> <p>Canary Wharf</p> <p>London</p> <p>E14 5JP</p> <p>Great Britain</p>
<b>JP Morgan Securities Plc</b>	<p>25 Bank Street</p>

	<p>Canary Wharf</p> <p>London</p> <p>E14 5JP</p> <p>Great Britain</p>
<b>K O Brokers Limited</b>	<p>Euro House</p> <p>1394 High Road</p> <p>Whetstone</p> <p>London</p> <p>N20 9YZ</p> <p>Great Britain</p>
<b>Lourdes Associates Limited</b>	<p>25 Maney Corner</p> <p>Sutton Coldfield</p> <p>West Midlands</p> <p>B72 1QL</p> <p>Great Britain</p>
<b>Macquarie Bank Limited</b>	<p>Ropemaker Place</p> <p>28 Ropemaker Street</p> <p>London</p> <p>EC2Y 9HD</p> <p>Great Britain</p>
<b>Macquarie Commodities Finance (UK) Limited</b>	<p>Ropemaker Place</p> <p>28 Ropemaker Street</p> <p>London</p> <p>EC2Y 9HD</p> <p>Great Britain</p>
<b>Macquarie Factoring (UK) Limited</b>	<p>Ropemaker Place</p> <p>28 Ropemaker Street</p> <p>London</p>

	<p>EC2Y 9HD</p> <p>Great Britain</p>
<b>Nationwide Gas Limited</b>	<p>3 Pegasus House</p> <p>Pegasus Court</p> <p>Olympus Avenue</p> <p>Warwick</p> <p>Warwickshire</p> <p>CV34 6LW</p> <p>Great Britain</p>
<b>North Sea Gas Limited</b>	<p>Wellesbourne House</p> <p>Walton Road</p> <p>Wellesbourne</p> <p>Warwick</p> <p>Warwickshire</p> <p>CV35 9JB</p> <p>Great Britain</p>
<b>Npower Commercial Gas Limited</b>	<p>Windmill Hill Business Park</p> <p>Whitehill Way</p> <p>Swindon</p> <p>Wiltshire</p> <p>SN5 6PB</p> <p>Great Britain</p>
<b>Regent Gas Limited</b>	<p>17 Metro Centre</p> <p>Britannia Way Park Royal</p> <p>London</p> <p>NW10 7PA</p> <p>Great Britain</p>
<b>RWE Npower Plc</b>	<p>Windmill Hill Business Park</p>

	<p>Whitehill Way</p> <p>Swindon</p> <p>Wiltshire</p> <p>SN5 6PB</p> <p>Great Britain</p>
<b>RWE Supply and Trading GmbH</b>	<p>St Peters House</p> <p>130 Wood Street</p> <p>London</p> <p>EC2V 6DL</p> <p>Great Britain</p>
<b>S. C. Isramart SRL</b>	<p>Str. Carpatilor No 55</p> <p>Bl. D19</p> <p>Sc.B</p> <p>Ap.11</p> <p>500269 Brasov</p> <p>Brasov</p> <p>Romania</p>
<b>SmartestEnergy Limited</b>	<p>Dashwood House</p> <p>69 Old Broad Street</p> <p>London</p> <p>EC2M 1QS</p> <p>Great Britain</p>
<b>Société Valmy Défense 17</b>	<p>37 Avenue du Maréchal de Lattre de Tassigny</p> <p>59350 Saint André Lez Lille</p> <p>France</p>
<b>SSE Energy Supply Limited</b>	<p>55 Vastern Road</p> <p>Reading</p> <p>RG1 8BU</p>



	Great Britain
<b>Statoil (UK) Limited</b>	1 Kingdom Street London W2 6BD Great Britain
<b>Statoil Gas Trading Limited</b>	1 Kingdom Street London W2 6BD Great Britain
<b>Swift Administration Limited</b>	52 High Street Pinner Middlesex HA5 5PW Great Britain
<b>Team Gas and Electricity Limited</b>	Derry Lodge 37 Leeds Road Harrogate HG2 8AY Great Britain
<b>The Nuclear Decommissioning Authority</b>	Herdus House Westlakes Science and Technology Park Moor Row Cumbria CA24 3HU Great Britain
<b>The Royal Bank of Scotland Public Limited Company</b>	36 Andrew Square Edinburgh EH2 2YB

	Great Britain
<b>Total Energy Gas Supplies Limited</b>	CNG House 5 Victoria Avenue Harrogate North Yorkshire HG1 1EQ Great Britain
<b>TXU Europe (AHG) Limited</b>	Westwood Way Westwood Business Park Coventry Warwickshire CV4 8LG Great Britain
<b>Unigas Limited</b>	545 Hyde Road Manchester M1Z 5NQ Great Britain
<b>Universal Bioenergy Limited</b>	117 Dartford Road Dartford Kent DA1 3EN Great Britain
<b>Uttily (UK) Limited</b>	118 Piccadilly Mayfair London W1J 7NW Great Britain
<b>Valero Energy Limited</b>	11 Old Jewry

	7th Floor London EC2R 8DU Great Britain
<b>Vayu Limited</b>	3rd Floor Macken House 39-40A Mayor Street Dublin 1 Ireland
<b>WINGAS GmbH</b>	Friedrich Ebert Str. 160 34119 Kassel Germany
<b>Wingas UK Limited</b>	Burleigh House 73-75 Sheen Road Richmond Surrey TW9 1YJ Great Britain
<b>Winnington Networks Limited</b>	570 - 572 Etruria Road Newcastle-under-Lyme Staffordshire ST5 0SU Great Britain
<b>Tethra Energy Limited</b>	Harlequin House, Clayton Road Newcastle upon Tyne NE2 4RP Great Britain

## SCHEDULE 2

### **MODIFICATIONS PURSUANT TO SECTION 23(1)(b) OF THE GAS ACT 1986 OF THE STANDARD CONDITIONS OF THE GAS SUPPLY LICENCE GRANTED OR TREATED AS GRANTED UNDER SECTION 7A(1) OF THE GAS ACT 1986.**

#### **1. Modification to standard condition 1**

The text set out below in red is to be inserted in paragraph 1.2 of standard condition 1 of the gas supply licence:

**Affiliate Gas 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;

#### **2. Insertion of new standard condition 25C**

The text set out below in red is to be inserted after existing standard condition 25B of the gas supply licence:

#### **Standard condition 25C. Customer Objective and Standards of Conduct for supply activities**

##### **Application of standard condition**

25C.1. Subject to paragraph 25C.6, standard condition 25C applies to all activities of the licensee and any Representative which involve, or otherwise relate to, dealings with a Domestic Customer.

##### **Customer Objective**

25C.2 The objective of this condition is for the licensee and any Representative to ensure that each Domestic Customer is treated fairly ("the Customer Objective").

25C.3 For the purposes of this condition, the licensee or any Representative would not be regarded as treating a Domestic Customer fairly if their actions or omissions:

- (a) significantly favour the interests of the licensee; and
- (b) give rise to a likelihood of detriment to the Domestic Customer.

##### **Standards of Conduct**

25C.4 The Standards of Conduct are that:

- (a) the licensee and any Representative behave and carry out any actions in a Fair, honest, transparent, appropriate and professional manner;
- (b) the licensee and any Representative provide information (whether in Writing or orally) to each Domestic Customer which:
  - (i) is complete, accurate and not misleading (in terms of the information provided or omitted);

(ii) is communicated (and, if provided in Writing, drafted) in plain and intelligible language;  
(iii) relates to products or services which are appropriate to the Domestic Customer to whom it is directed; and

(iv) is otherwise Fair both in terms of its content and in terms of how it is presented (with more important information being given appropriate prominence);

(c) the licensee and any Representative:

(i) make it easy for a Domestic Customer to contact the licensee;

(ii) act promptly and courteously to put things right when the licensee or any Representative makes a mistake; and

(iii) otherwise ensure that customer service arrangements and processes are complete, thorough, fit for purpose and transparent.

### **Compliance with the Standards of Conduct**

25C.5. The licensee must take all reasonable steps to achieve the Standards of Conduct and ensure that it interprets and applies the Standards of Conduct in a manner consistent with the Customer Objective.

### **Exception to scope of condition**

25C.6 Apart from any matters relating to Deemed Contracts, standard condition 25C does not apply in respect of the amount or amounts of any Charges for the Supply of Gas or any other type of charge or fee.

### **Provision and publication of information**

25C.7 The licensee must prepare and update annually information (hereafter referred to as the "Treating Customers Fairly Statement") which:

(a) is set out in Writing;

(b) uses a heading which clearly highlights that the information relates to how the licensee is seeking to treat customers fairly; and

(c) includes the following information:

(i) the main actions taken and being taken by the licensee in line with the Customer Objective and Standards of Conduct; and

(ii) the service and treatment Domestic Customers can expect from the licensee and any Representative.

25C.8 If the licensee or any Affiliate Gas Licensee has a Website, the licensee must publish the Treating Customers Fairly Statement on that Website in a position that is capable of easily being accessed by any person.

25C.9 If any person requests a copy of the Treating Customers Fairly Statement, the licensee must provide a Written copy to that person free of charge as soon as reasonably practicable.

## **Guidance**

25C.10 The licensee must have regard to any guidance on standard condition 25C (including in respect of definitions which appear in standard condition 1) which, following consultation (which may be conducted before this condition takes effect), the Authority may issue and may from time to time revise (following further consultation).

## **Definitions for condition**

25C.11 For the purposes of this condition:

**“Customer Objective”** is to be interpreted in accordance with paragraph 25C.2.

**“Fair”** and cognate expressions are to be interpreted in accordance with paragraph 25C.3.

**“Standards of Conduct”** means one or more of sub-paragraphs 25C.4(a) to (c).

**“Treating Customers Fairly Statement”** is to be interpreted in accordance with paragraph 25C.7.