



Making a positive difference  
for energy consumers

[This was sent to all domestic gas and electricity suppliers as part of our final decision on domestic supplier-customer communications rulebook reforms]

[consumers.directorate@ofgem.gov.uk](mailto:consumers.directorate@ofgem.gov.uk)

Date: 17 December 2018

Dear Company Secretary

**Decision to modify customer communication rules in the gas and electricity supply licences, and revocation of market-wide Statement of Renewal Terms derogation**

Please find enclosed a decision to modify the gas and electricity supply licences to reflect changes to the rules relating to domestic supplier-customer communications. These rule changes are due to take effect 56 days after the date of this letter (**11 February 2019**).

This letter and attached decision also serve as our notice to revoke the market-wide derogation relating to the Statement of Renewal Terms.<sup>1</sup> This direction was issued on 14 December 2017 to all holders of a gas or electricity supply licence who are authorised to supply domestic premises. This revocation also applies to equivalent directions which have been issued to gas and electricity suppliers who have been granted a licence since this date.

Many of the prescriptive rules covered by the derogation are being removed, and the new customer communications rules (particularly the new contract changes information principle in SLC 31I) capture the same policy intent as the derogation. We therefore consider the derogation will no longer be necessary. This derogation revocation will also take place 56 days after the date of this letter (**11 February 2019**).

We provide further detail on our reasons for revoking the derogation in our decision on the customer communications rule changes.<sup>2</sup>

If you have any questions please contact [consumers.directorate@ofgem.gov.uk](mailto:consumers.directorate@ofgem.gov.uk).

Yours faithfully,

Anthony Pygram

**Director, Conduct and Enforcement**  
**Signed on behalf of the Authority and authorised for that purpose**

<sup>1</sup> Ofgem, [Decision to grant all licensed suppliers a temporary and limited derogation from various elements of standard licence condition \(SLC\) 22C of their electricity and gas supply licences](#), December 2017.

<sup>2</sup> Ofgem, [Final decision: Domestic supplier-customer communications rulebook reforms](#), December 2018.