

NOTICE

UR Investigation Initiation: ESB Independent Energy (NI), trading as Electric Ireland

The Utility Regulator ('UR') has opened an investigation into whether Electric Ireland has complied with the following conditions of its Electricity Supply Licence: 10, 26, 27, 33, 35, 36, 38, and 40.

A summary of these conditions is provided in the table below:

Condition number	Condition title	Summary of Condition
10	Provision of Information to the Authority	This condition relates to the supplier's obligation to provide information to the Utility Regulator.
26	Duty to Offer Terms	This condition relates to the supplier's duty to offer contract terms to domestic customers.
27	Terms and Conditions of Electricity Supply Contracts	This condition relates to requirements of electricity supply contracts.
33	Code of Practice on Complaints Handling Procedure	This condition relates to the supplier's code of practice on its Complaints Handling Procedure, which contains information for customers on its process for handling complaints.
35	Preparation, Revision Of and Compliance with Codes of Practice	This condition relates to the minimum requirements for all suppliers' Codes of Practice and the requirement for the supplier to comply with its Codes of Practice approved by the Utility Regulator.
36	Report on Performance	This condition relates to the supplier's reporting of information to the UR on the arrangements of its Codes of Practice.
38	Provision of Information to Customers	This condition relates to the supplier's obligations for communicating with customers, including the information required on customer bills.
40	Marketing of Electricity	This condition relates to the supplier's marketing of electricity to customers.

Please Note: The opening of this investigation does not imply that any findings of non-compliance have been made.