



Karen Shiels
Utility Regulator
Queens House
14 Queen Street
Belfast
BT1 6ED

4 June 2025

Dear Karen,

Combined consultation on licence modification for provision of information

I am writing regarding the Combined consultation on Licence Modification for provision of information.

The Consumer Council

The Consumer Council is a non-departmental public body (NDPB) established through the General Consumer Council (Northern Ireland) Order 1984. Our principal statutory duty is to promote and safeguard the interests of consumers in Northern Ireland.

The Consumer Council has specific statutory duties in relation to energy, postal services, transport, water and sewerage. These include considering consumer complaints and enquiries, carrying out research, and educating and informing consumers.

Consumer Impact

In November and December, the Consumer Council responded to the previous consultations in relation to the provision of information. In our responses, we summarised the benefits of increased transparency and referenced GB-equivalent data published on licence holders.

We understand that this combined consultation is necessary “to provide (where possible) more information to help alleviate respondents’ concerns and expectations.”¹ The proposed changes to electricity and gas supply licences aim to improve transparency by removing restrictions on publishing data contained within the provision of information conditions. They also seek to give the Regulator greater flexibility to responsibly publish data and information that it considers to be in the public interest.

We recognise the concerns raised during earlier consultations and acknowledge that this combined consultation is an effort by the Regulator to address them. We are hopeful that the additional information provided will offer sufficient reassurance to allay these concerns.

¹ [Combined consultation on licence modification for 'Provision of Information'](#)

We wish to reiterate the fundamental reasons and effect of the licence modifications are to promote the interests of consumers and improve transparency.

The proposed modifications will also establish greater consistency across all the gas and electricity licences (suppliers/network companies/SONI/SEMO/interconnectors).

We look forward to continued collaboration with you and your Utility Regulator colleagues on publishing more relevant information that promotes the interests of consumers in Northern Ireland.

Yours sincerely,

[Redacted Signature]