

Article 14 Licence Modification Notice of Decision

The Northern Ireland Authority for Utility Regulation

DECISION UNDER ARTICLE 14(8) OF THE ELECTRICITY (NORTHERN IRELAND) ORDER 1992

MODIFICATION OF BORD GÁIS ENERGY LIMITED'S ELECTRICITY SUPPLY LICENCE

In accordance with Article 14(2) of the Electricity (Northern Ireland) Order 1992 ("the Order") the Northern Ireland Authority for Utility Regulation ("the Authority") published a notice of its intention to modify the conditions of the licence.

In accordance with Article 14(5) of the Order the Authority has considered representations duly made to it.

The Authority has decided to proceed with the making of modifications of the conditions of the licence in exercise of its powers under Article 14(1) of the Order.

In accordance with Article 14(8) of the Order the Authority gives notice as follows: -

- 1) The Authority will modify the electricity supply licence (the "Licence") held by Bord Gáis Energy Limited ("the Licensee")
- 2) The licence will be amended as set out in the table below.
- 3) The modifications to the Bord Gáis Energy Limited licence are set out in the Authority's decision paper entitled "Decision paper on the modifications to gas and electricity licences" published 3 June 2016.

Amendment	Reason and Effect	Licence condition affected
a) The licence will be modified to prevent prepayment meter vend blocking.	<p>Reason: This modification will increase customer protection provisions for electricity consumers. It will prevent the 'disconnection' of prepayment meter customers through blocking vends.</p> <p>Effect: The modification will ensure that suppliers are explicitly prohibited via their licence from blocking or preventing a customer from purchasing electricity via a prepayment meter.</p>	<p>Condition 34 – insertion of new paragraph 5. The remaining paragraphs will be renumbered to accommodate this insertion.</p> <p>See section 2.1 in the Authority's decision paper for</p>

		further details.
b) The licence will be modified to ensure that prepayment meters must not be calibrated to recover more than 40% of any outstanding charge in any single transaction as a payment of or towards that charge.	<p>Reason: This modification will help to afford the necessary level of protection to prepayment meter energy customers. All debt being recovered through prepayment meters, irrespective of how it originated, should be treated and recovered in the manner intended in the Code of Practice for Payment of Bills.</p> <p>Effect: This modification will ensure that suppliers are unable to take more than 40% of a single prepayment meter transaction to cover debt. This will help to ensure the equal and fair treatment of customers in debt, irrespective of how it originated.</p>	<p>Condition 34 - insertion of new paragraph 3 (g).</p> <p>See section 2.2 in the Authority's decision paper for further details.</p>
c) The licence will be modified to require any credit balances to be passed back to consumers within eight weeks of account closure.	<p>Reason: Licences do not provide adequate direction on how credit on closed accounts should be treated. This modification will provide this direction.</p> <p>Effect: This modification will ensure that after closing an account with a supplier, any refunds owed are passed back to consumers within eight weeks of account closure.</p> <p>Change from notice of proposed modifications: We had proposed to allow six weeks for the credit balances to be returned to consumers; however we having considered the consultation responses we decided to extend this timeframe to eight weeks.</p>	<p>Condition 38 – paragraph 13 will be updated to include the requirement as explained.</p> <p>See section 2.3 in the Authority's decision paper for further details.</p>
d) The licence will be modified to require supply companies to inform consumers they are coming to the end of a fixed term contract at	<p>Reason: The current licence requirements have the potential to cause additional costs for suppliers and confusion for customers. This cost and confusion can be avoided.</p> <p>Effect: This modification will minimise cost for suppliers and confusion for customers by aligning the timeframe in</p>	<p>Condition 27 – paragraph 12 (b) (i) will be updated with the replacement of 28 days with 21.</p> <p>See section 2.4 in the Authority's decision paper for further details.</p>

least 21 days but no more than 42 days before the expiry date.	which customers must be notified that they are coming to the end of a fixed term contract, and notified of any other changes to their terms and conditions (including a tariff change).	
e) The licence will be modified to include a specific reference to the Codes of Practice minimum standards.	<p>Reason: Suppliers are bound to the conditions of the Codes of Practice minimum standards. These minimum standards are however not currently directly referenced in licences.</p> <p>Effect: This modification will provide maximum clarity for suppliers, new entrants and customers.</p>	<p>Condition 35 – insertion of a new paragraph 2. The remaining paragraphs will be renumbered to accommodate this insertion</p> <p>See section 2.8 in the Authority's decision paper for further details.</p>
f) The licence will be modified to remove duplications in the Marketing Condition.	<p>Reason: The current conditions in respect to the Marketing condition were drafted before the production of the separate Marketing Codes of Practice for domestic and business customers. The current licence condition therefore includes a number of areas of duplication and an instance of contradiction between the two.</p> <p>Effect: This modification will remove unnecessary duplication between the Marketing Condition and Codes of Practice. It will also correct the one contradiction that currently exists between the two.</p>	<p>Condition 40 – sentence will be inserted at the end of paragraph 2. Paragraphs 3, 4 and 5 will be deleted. The definitions will also be updated.</p> <p>See section 2.9 in the Authority's decision paper for further details.</p>
g) The licence will be modified to reflect the correct references to the NIE Distribution Licence.	<p>Reason: Current licence conditions do not reflect the two separate licences held by NIE Networks – ie their distribution and transmission licences.</p> <p>Effect: These modifications will update licences to ensure they contain the correct references to the NIE Distribution licence.</p>	<p>Conditions 1, 3, 4, 5, 7, 17 and 23 will be updated to include the correct references.</p> <p>See section 2.10 in the Authority's decision paper for further details.</p>
h) The licence will	Reason: Some pieces of legislation	Conditions 1, 2, 10

be updated to ensure the correct references to legislation are used.	that are referenced the licence have been superseded. Effect: These modifications will update the licence to reference the most recent and up to date pieces of legislation.	and 25 will be updated to include the correct legislation references. See section 2.11 in the Authority's decision paper for further details.
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- 4) The Authority considers that the modifications to the licence are an appropriate course of action in order to correct inaccuracies in the licence and afford the necessary consumer protection for energy consumers.
- 5) On 5th January 2016, the Authority published a notice¹ stating that it intended to modify the licence and giving the reasons and effect of the modifications. The purpose of this notice was to bring the proposed modifications to the attention of persons likely to be affected by them, and to invite representations or objections in connection thereto. We have taken into account representations related to these modifications, made any necessary adjustments and explained the reasons for any changes to our proposals.
- 6) Each of the modifications detailed above will take effect from 1 September 2016.
- 7) The Authority has, pursuant to Article 14(8) of the Order, published this notice on its website and sent a copy of this notice to the licensee. In addition, the Authority has provided a copy of this notice to the Department for the Economy and the Consumer Council.
- 8) A copy of the modification can be obtained in hard copy from Barbara Stevenson at: Utility Regulator, Queens House, 14 Queen Street, Belfast, BT1 6ED. Email barbara.stevenson@uregni.gov.uk

Dated this 3 June 2016



Jenny Pyper
Chief Executive

For and on behalf of the Northern Ireland Authority for Utility Regulation

¹ http://www.uregni.gov.uk/uploads/publications/2016-01-05_Consultation_on_Licence_Modifications_FINAL.pdf

Article 14 Licence Modification Notice of Decision

The Northern Ireland Authority for Utility Regulation

DECISION UNDER ARTICLE 14(8) OF THE ELECTRICITY (NORTHERN IRELAND) ORDER 1992

MODIFICATION OF BUDGET ENERGY LIMITED'S ELECTRICITY SUPPLY LICENCE

In accordance with Article 14(2) of the Electricity (Northern Ireland) Order 1992 ("the Order") the Northern Ireland Authority for Utility Regulation ("the Authority") published a notice of its intention to modify the conditions of the licence.

In accordance with Article 14(5) of the Order the Authority has considered representations duly made to it.

The Authority has decided to proceed with the making of modifications of the conditions of the licence in exercise of its powers under Article 14(1) of the Order.

In accordance with Article 14(8) of the Order the Authority gives notice as follows: -

- 1) The Authority will modify the electricity supply licence (the "Licence") held by Budget Energy Limited ("the Licensee")
- 2) The licence will be amended as set out in the table below.
- 3) The modifications to the Budget Energy Limited licence are set out in the Authority's decision paper entitled "Decision paper on the modifications to gas and electricity licences" published 3 June 2016.

Amendment	Reason and Effect	Licence condition affected
a) The licence will be modified to prevent prepayment meter vend blocking.	<p>Reason: This modification will increase customer protection provisions for electricity consumers. It will prevent the 'disconnection' of prepayment meter customers through blocking vends.</p> <p>Effect: The modification will ensure that suppliers are explicitly prohibited via their licence from blocking or preventing a customer from purchasing electricity via a prepayment meter.</p>	<p>Condition 34 – insertion of new paragraph 5. The remaining paragraphs will be renumbered to accommodate this insertion.</p> <p>See section 2.1 in the Authority's decision paper for</p>

		further details.
b) The licence will be modified to ensure that prepayment meters must not be calibrated to recover more than 40% of any outstanding charge in any single transaction as a payment of or towards that charge.	<p>Reason: This modification will help to afford the necessary level of protection to prepayment meter energy customers. All debt being recovered through prepayment meters, irrespective of how it originated, should be treated and recovered in the manner intended in the Code of Practice for Payment of Bills.</p> <p>Effect: This modification will ensure that suppliers are unable to take more than 40% of a single prepayment meter transaction to cover debt. This will help to ensure the equal and fair treatment of customers in debt, irrespective of how it originated.</p>	<p>Condition 34 - insertion of new paragraph 3 (g).</p> <p>See section 2.2 in the Authority's decision paper for further details.</p>
c) The licence will be modified to require any credit balances to be passed back to consumers within eight weeks of account closure.	<p>Reason: Licences do not provide adequate direction on how credit on closed accounts should be treated. This modification will provide this direction.</p> <p>Effect: This modification will ensure that after closing an account with a supplier, any refunds owed are passed back to consumers within eight weeks of account closure.</p> <p>Change from notice of proposed modifications: We had proposed to allow six weeks for the credit balances to be returned to consumers; however we having considered the consultation responses we decided to extend this timeframe to eight weeks.</p>	<p>Condition 38 – paragraph 13 will be updated to include the requirement as explained.</p> <p>See section 2.3 in the Authority's decision paper for further details.</p>
d) The licence will be modified to require supply companies to inform consumers they are coming to the end of a fixed term	<p>Reason: The current licence requirements have the potential to cause additional costs for suppliers and confusion for customers. This cost and confusion can be avoided.</p> <p>Effect: This modification will minimise cost for suppliers and confusion for customers by aligning the timeframe in</p>	<p>Condition 27 – paragraph 12 (b) (i) will be updated with the replacement of 28 days with 21.</p> <p>See section 2.4 in the Authority's decision paper for further details.</p>

contract at least 21 days but no more than 42 days before the expiry date.	which customers must be notified that they are coming to the end of a fixed term contract, and notified of any other changes to their terms and conditions (including a tariff change).	
e) The licence will be modified to include a specific reference to the Codes of Practice minimum standards.	<p>Reason: Suppliers are bound to the conditions of the Codes of Practice minimum standards. These minimum standards are however not currently directly referenced in licences.</p> <p>Effect: This modification will provide maximum clarity for suppliers, new entrants and customers.</p>	<p>Condition 35 – insertion of a new paragraph 2. The remaining paragraphs will be renumbered to accommodate this insertion</p> <p>See section 2.8 in the Authority's decision paper for further details.</p>
f) The licence will be modified to remove duplications in the Marketing Condition.	<p>Reason: The current conditions in respect to the Marketing condition were drafted before the production of the separate Marketing Codes of Practice for domestic and business customers. The current licence condition therefore includes a number of areas of duplication and an instance of contradiction between the two.</p> <p>Effect: This modification will remove unnecessary duplication between the Marketing Condition and Codes of Practice. It will also correct the one contradiction that currently exists between the two.</p>	<p>Condition 40 – sentence will be inserted at the end of paragraph 2. Paragraphs 3, 4 and 5 will be deleted. The definitions will also be updated.</p> <p>See section 2.9 in the Authority's decision paper for further details.</p>
g) The licence will be modified to reflect the correct references to the NIE Distribution Licence.	<p>Reason: Current licence conditions do not reflect the two separate licences held by NIE Networks – ie their distribution and transmission licences.</p> <p>Effect: These modifications will update licences to ensure they contain the correct references to the NIE Distribution licence.</p>	<p>Conditions 1, 3, 4, 5, 7, 17 and 23 will be updated to include the correct references.</p> <p>See section 2.10 in the Authority's decision paper for further details.</p>
h) The licence will	Reason: Some pieces of legislation	Conditions 1, 2, 10

be updated to ensure the correct references to legislation are used.	that are referenced the licence have been superseded. Effect: These modifications will update the licence to reference the most recent and up to date pieces of legislation.	and 25 will be updated to include the correct legislation references. See section 2.11 in the Authority's decision paper for further details.
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- 4) The Authority considers that the modifications to the licence are an appropriate course of action in order to correct inaccuracies in the licence and afford the necessary consumer protection for energy consumers.
- 5) On 5th January 2016, the Authority published a notice² stating that it intended to modify the licence and giving the reasons and effect of the modifications. The purpose of this notice was to bring the proposed modifications to the attention of persons likely to be affected by them, and to invite representations or objections in connection thereto. We have taken into account representations related to these modifications, made any necessary adjustments and explained the reasons for any changes to our proposals.
- 6) Each of the modifications detailed above will take effect from 1 September 2016.
- 7) The Authority has, pursuant to Article 14(8) of the Order, published this notice on its website and sent a copy of this notice to the licensee. In addition, the Authority has provided a copy of this notice to the Department for the Economy and the Consumer Council.
- 8) A copy of the modification can be obtained in hard copy from Barbara Stevenson at: Utility Regulator, Queens House, 14 Queen Street, Belfast, BT1 6ED. Email barbara.stevenson@uregni.gov.uk

Dated this 3 June 2016



Jenny Pyper
Chief Executive

For and on behalf of the Northern Ireland Authority for Utility Regulation

² http://www.uregni.gov.uk/uploads/publications/2016-01-05_Consultation_on_Licence_Modifications_FINAL.pdf

Article 14 Licence Modification Notice of Decision

The Northern Ireland Authority for Utility Regulation

DECISION UNDER ARTICLE 14(8) OF THE ELECTRICITY (NORTHERN IRELAND) ORDER 1992

MODIFICATION OF CLICK ENERGY'S ELECTRICITY SUPPLY LICENCE

In accordance with Article 14(2) of the Electricity (Northern Ireland) Order 1992 ("the Order") the Northern Ireland Authority for Utility Regulation ("the Authority") published a notice of its intention to modify the conditions of the licence.

In accordance with Article 14(5) of the Order the Authority has considered representations duly made to it.

The Authority has decided to proceed with the making of modifications of the conditions of the licence in exercise of its powers under Article 14(1) of the Order.

In accordance with Article 14(8) of the Order the Authority gives notice as follows: -

- 1) The Authority will modify the electricity supply licence (the "Licence") held by Click Energy ("the Licensee")
- 2) The licence will be amended as set out in the table below.
- 3) The modifications to the Click Energy licence are set out in the Authority's decision paper entitled "Decision paper on the modifications to gas and electricity licences" published 3 June 2016.

Amendment	Reason and Effect	Licence condition affected
a) The licence will be modified to prevent prepayment meter vend blocking.	<p>Reason: This modification will increase customer protection provisions for electricity consumers. It will prevent the 'disconnection' of prepayment meter customers through blocking vends.</p> <p>Effect: The modification will ensure that suppliers are explicitly prohibited via their licence from blocking or preventing a customer from purchasing electricity via a prepayment meter.</p>	<p>Condition 34 – insertion of new paragraph 5. The remaining paragraphs will be renumbered to accommodate this insertion.</p> <p>See section 2.1 in the Authority's decision paper for</p>

		further details.
b) The licence will be modified to ensure that prepayment meters must not be calibrated to recover more than 40% of any outstanding charge in any single transaction as a payment of or towards that charge.	<p>Reason: This modification will help to afford the necessary level of protection to prepayment meter energy customers. All debt being recovered through prepayment meters, irrespective of how it originated, should be treated and recovered in the manner intended in the Code of Practice for Payment of Bills.</p> <p>Effect: This modification will ensure that suppliers are unable to take more than 40% of a single prepayment meter transaction to cover debt. This will help to ensure the equal and fair treatment of customers in debt, irrespective of how it originated.</p>	<p>Condition 34 - insertion of new paragraph 3 (g).</p> <p>See section 2.2 in the Authority's decision paper for further details.</p>
c) The licence will be modified to require any credit balances to be passed back to consumers within eight weeks of account closure.	<p>Reason: Licences do not provide adequate direction on how credit on closed accounts should be treated. This modification will provide this direction.</p> <p>Effect: This modification will ensure that after closing an account with a supplier, any refunds owed are passed back to consumers within eight weeks of account closure.</p> <p>Change from notice of proposed modifications: We had proposed to allow six weeks for the credit balances to be returned to consumers; however we having considered the consultation responses we decided to extend this timeframe to eight weeks.</p>	<p>Condition 38 – paragraph 13 will be updated to include the requirement as explained.</p> <p>See section 2.3 in the Authority's decision paper for further details.</p>
d) The licence will be modified to require supply companies to inform consumers they are coming to the end of a fixed term	<p>Reason: The current licence requirements have the potential to cause additional costs for suppliers and confusion for customers. This cost and confusion can be avoided.</p> <p>Effect: This modification will minimise cost for suppliers and confusion for customers by aligning the timeframe in</p>	<p>Condition 27 – paragraph 12 (b) (i) will be updated with the replacement of 28 days with 21.</p> <p>See section 2.4 in the Authority's decision paper for further details.</p>

contract at least 21 days but no more than 42 days before the expiry date.	which customers must be notified that they are coming to the end of a fixed term contract, and notified of any other changes to their terms and conditions (including a tariff change).	
e) The licence will be modified to include a specific reference to the Codes of Practice minimum standards.	<p>Reason: Suppliers are bound to the conditions of the Codes of Practice minimum standards. These minimum standards are however not currently directly referenced in licences.</p> <p>Effect: This modification will provide maximum clarity for suppliers, new entrants and customers.</p>	<p>Condition 35 – insertion of a new paragraph 2. The remaining paragraphs will be renumbered to accommodate this insertion</p> <p>See section 2.8 in the Authority's decision paper for further details.</p>
f) The licence will be modified to remove duplications in the Marketing Condition.	<p>Reason: The current conditions in respect to the Marketing condition were drafted before the production of the separate Marketing Codes of Practice for domestic and business customers. The current licence condition therefore includes a number of areas of duplication and an instance of contradiction between the two.</p> <p>Effect: This modification will remove unnecessary duplication between the Marketing Condition and Codes of Practice. It will also correct the one contradiction that currently exists between the two.</p>	<p>Condition 40 – sentence will be inserted at the end of paragraph 2. Paragraphs 3, 4 and 5 will be deleted. The definitions will also be updated.</p> <p>See section 2.9 in the Authority's decision paper for further details.</p>
g) The licence will be modified to reflect the correct references to the NIE Distribution Licence.	<p>Reason: Current licence conditions do not reflect the two separate licences held by NIE Networks – ie their distribution and transmission licences.</p> <p>Effect: These modifications will update licences to ensure they contain the correct references to the NIE Distribution licence.</p>	<p>Conditions 1, 3, 4, 5, 7, 17 and 23 will be updated to include the correct references.</p> <p>See section 2.10 in the Authority's decision paper for further details.</p>
h) The licence will	Reason: Some pieces of legislation	Conditions 1, 2, 10

be updated to ensure the correct references to legislation are used.	that are referenced the licence have been superseded. Effect: These modifications will update the licence to reference the most recent and up to date pieces of legislation.	and 25 will be updated to include the correct legislation references. See section 2.11 in the Authority's decision paper for further details.
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- 4) The Authority considers that the modifications to the licence are an appropriate course of action in order to correct inaccuracies in the licence and afford the necessary consumer protection for energy consumers.
- 5) On 5th January 2016, the Authority published a notice³ stating that it intended to modify the licence and giving the reasons and effect of the modifications. The purpose of this notice was to bring the proposed modifications to the attention of persons likely to be affected by them, and to invite representations or objections in connection thereto. We have taken into account representations related to these modifications, made any necessary adjustments and explained the reasons for any changes to our proposals.
- 6) Each of the modifications detailed above will take effect from 1 September 2016.
- 7) The Authority has, pursuant to Article 14(8) of the Order, published this notice on its website and sent a copy of this notice to the licensee. In addition, the Authority has provided a copy of this notice to the Department for the Economy and the Consumer Council.
- 8) A copy of the modification can be obtained in hard copy from Barbara Stevenson at: Utility Regulator, Queens House, 14 Queen Street, Belfast, BT1 6ED. Email barbara.stevenson@uregni.gov.uk

Dated this 3 June 2016



Jenny Pyper
Chief Executive

For and on behalf of the Northern Ireland Authority for Utility Regulation

³ http://www.uregni.gov.uk/uploads/publications/2016-01-05_Consultation_on_Licence_Modifications_FINAL.pdf

Article 14 Licence Modification Notice of Decision

The Northern Ireland Authority for Utility Regulation

DECISION UNDER ARTICLE 14(8) OF THE ELECTRICITY (NORTHERN IRELAND) ORDER 1992

MODIFICATION OF FIRMUS ENERGY LIMITED'S ELECTRICITY SUPPLY LICENCE

In accordance with Article 14(2) of the Electricity (Northern Ireland) Order 1992 ("the Order") the Northern Ireland Authority for Utility Regulation ("the Authority") published a notice of its intention to modify the conditions of the licence.

In accordance with Article 14(5) of the Order the Authority has considered representations duly made to it.

The Authority has decided to proceed with the making of modifications of the conditions of the licence in exercise of its powers under Article 14(1) of the Order.

In accordance with Article 14(8) of the Order the Authority gives notice as follows: -

- 1) The Authority will modify the electricity supply licence (the "Licence") held by firmus Energy Limited ("the Licensee")
- 2) The licence will be amended as set out in the table below.
- 3) The modifications to the firmus Energy Limited licence are set out in the Authority's decision paper entitled "Decision paper on the modifications to gas and electricity licences" published 3 June 2016.

Amendment	Reason and Effect	Licence condition affected
a) The licence will be modified to prevent prepayment meter vend blocking.	<p>Reason: This modification will increase customer protection provisions for electricity consumers. It will prevent the 'disconnection' of prepayment meter customers through blocking vends.</p> <p>Effect: The modification will ensure that suppliers are explicitly prohibited via their licence from blocking or preventing a customer from purchasing electricity via a prepayment meter.</p>	<p>Condition 34 – insertion of new paragraph 5. The remaining paragraphs will be renumbered to accommodate this insertion.</p> <p>See section 2.1 in the Authority's decision paper for</p>

		further details.
b) The licence will be modified to ensure that prepayment meters must not be calibrated to recover more than 40% of any outstanding charge in any single transaction as a payment of or towards that charge.	<p>Reason: This modification will help to afford the necessary level of protection to prepayment meter energy customers. All debt being recovered through prepayment meters, irrespective of how it originated, should be treated and recovered in the manner intended in the Code of Practice for Payment of Bills.</p> <p>Effect: This modification will ensure that suppliers are unable to take more than 40% of a single prepayment meter transaction to cover debt. This will help to ensure the equal and fair treatment of customers in debt, irrespective of how it originated.</p>	<p>Condition 34 - insertion of new paragraph 3 (g).</p> <p>See section 2.2 in the Authority's decision paper for further details.</p>
c) The licence will be modified to require any credit balances to be passed back to consumers within eight weeks of account closure.	<p>Reason: Licences do not provide adequate direction on how credit on closed accounts should be treated. This modification will provide this direction.</p> <p>Effect: This modification will ensure that after closing an account with a supplier, any refunds owed are passed back to consumers within eight weeks of account closure.</p> <p>Change from notice of proposed modifications: We had proposed to allow six weeks for the credit balances to be returned to consumers; however we having considered the consultation responses we decided to extend this timeframe to eight weeks.</p>	<p>Condition 38 – paragraph 13 will be updated to include the requirement as explained.</p> <p>See section 2.3 in the Authority's decision paper for further details.</p>
d) The licence will be modified to require supply companies to inform consumers they are coming to the end of a fixed term	<p>Reason: The current licence requirements have the potential to cause additional costs for suppliers and confusion for customers. This cost and confusion can be avoided.</p> <p>Effect: This modification will minimise cost for suppliers and confusion for customers by aligning the timeframe in</p>	<p>Condition 27 – paragraph 12 (b) (i) will be updated with the replacement of 28 days with 21.</p> <p>See section 2.4 in the Authority's decision paper for further details.</p>

contract at least 21 days but no more than 42 days before the expiry date.	which customers must be notified that they are coming to the end of a fixed term contract, and notified of any other changes to their terms and conditions (including a tariff change).	
e) The licence will be modified to include a specific reference to the Codes of Practice minimum standards.	<p>Reason: Suppliers are bound to the conditions of the Codes of Practice minimum standards. These minimum standards are however not currently directly referenced in licences.</p> <p>Effect: This modification will provide maximum clarity for suppliers, new entrants and customers.</p>	<p>Condition 35 – insertion of a new paragraph 2. The remaining paragraphs will be renumbered to accommodate this insertion</p> <p>See section 2.8 in the Authority's decision paper for further details.</p>
f) The licence will be modified to remove duplications in the Marketing Condition.	<p>Reason: The current conditions in respect to the Marketing condition were drafted before the production of the separate Marketing Codes of Practice for domestic and business customers. The current licence condition therefore includes a number of areas of duplication and an instance of contradiction between the two.</p> <p>Effect: This modification will remove unnecessary duplication between the Marketing Condition and Codes of Practice. It will also correct the one contradiction that currently exists between the two.</p>	<p>Condition 40 – sentence will be inserted at the end of paragraph 2. Paragraphs 3, 4 and 5 will be deleted. The definitions will also be updated.</p> <p>See section 2.9 in the Authority's decision paper for further details.</p>
g) The licence will be modified to reflect the correct references to the NIE Distribution Licence.	<p>Reason: Current licence conditions do not reflect the two separate licences held by NIE Networks – ie their distribution and transmission licences.</p> <p>Effect: These modifications will update licences to ensure they contain the correct references to the NIE Distribution licence.</p>	<p>Conditions 1, 3, 4, 5, 7, 17 and 23 will be updated to include the correct references.</p> <p>See section 2.10 in the Authority's decision paper for further details.</p>
h) The licence will	Reason: Some pieces of legislation	Conditions 1, 2, 10

be updated to ensure the correct references to legislation are used.	that are referenced the licence have been superseded. Effect: These modifications will update the licence to reference the most recent and up to date pieces of legislation.	and 25 will be updated to include the correct legislation references. See section 2.11 in the Authority's decision paper for further details.
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- 4) The Authority considers that the modifications to the licence are an appropriate course of action in order to correct inaccuracies in the licence and afford the necessary consumer protection for energy consumers.
- 5) On 5th January 2016, the Authority published a notice⁴ stating that it intended to modify the licence and giving the reasons and effect of the modifications. The purpose of this notice was to bring the proposed modifications to the attention of persons likely to be affected by them, and to invite representations or objections in connection thereto. We have taken into account representations related to these modifications, made any necessary adjustments and explained the reasons for any changes to our proposals.
- 6) Each of the modifications detailed above will take effect from 1 September 2016.
- 7) The Authority has, pursuant to Article 14(8) of the Order, published this notice on its website and sent a copy of this notice to the licensee. In addition, the Authority has provided a copy of this notice to the Department for the Economy and the Consumer Council.
- 8) A copy of the modification can be obtained in hard copy from Barbara Stevenson at: Utility Regulator, Queens House, 14 Queen Street, Belfast, BT1 6ED. Email barbara.stevenson@uregni.gov.uk

Dated this 3 June 2016



Jenny Pyper
Chief Executive

For and on behalf of the Northern Ireland Authority for Utility Regulation

⁴ http://www.uregni.gov.uk/uploads/publications/2016-01-05_Consultation_on_Licence_Modifications_FINAL.pdf

Article 14 Licence Modification Notice of Decision

The Northern Ireland Authority for Utility Regulation

DECISION UNDER ARTICLE 14(8) OF THE ELECTRICITY (NORTHERN IRELAND) ORDER 1992

MODIFICATION OF GAELECTRIC GREEN ENERGY LIMITED'S ELECTRICITY SUPPLY LICENCE

In accordance with Article 14(2) of the Electricity (Northern Ireland) Order 1992 ("the Order") the Northern Ireland Authority for Utility Regulation ("the Authority") published a notice of its intention to modify the conditions of the licence.

In accordance with Article 14(5) of the Order the Authority has considered representations duly made to it.

The Authority has decided to proceed with the making of modifications of the conditions of the licence in exercise of its powers under Article 14(1) of the Order.

In accordance with Article 14(8) of the Order the Authority gives notice as follows: -

- 1) The Authority will modify the electricity supply licence (the "Licence") held by Gaelectric Green Energy Limited ("the Licensee")
- 2) The licence will be amended as set out in the table below.
- 3) The modifications to the Gaelectric Green Energy Limited licence are set out in the Authority's decision paper entitled "Decision paper on the modifications to gas and electricity licences" published 3 June 2016.

Amendment	Reason and Effect	Licence condition affected
a) The licence will be modified to prevent prepayment meter vend blocking.	<p>Reason: This modification will increase customer protection provisions for electricity consumers. It will prevent the 'disconnection' of prepayment meter customers through blocking vends.</p> <p>Effect: The modification will ensure that suppliers are explicitly prohibited via their licence from blocking or preventing a customer from purchasing</p>	<p>Condition 34 – insertion of new paragraph 5. The remaining paragraphs will be renumbered to accommodate this insertion.</p> <p>See section 2.1 in the Authority's</p>

	electricity via a prepayment meter.	decision paper for further details.
b) The licence will be modified to ensure that prepayment meters must not be calibrated to recover more than 40% of any outstanding charge in any single transaction as a payment of or towards that charge.	<p>Reason: This modification will help to afford the necessary level of protection to prepayment meter energy customers. All debt being recovered through prepayment meters, irrespective of how it originated, should be treated and recovered in the manner intended in the Code of Practice for Payment of Bills.</p> <p>Effect: This modification will ensure that suppliers are unable to take more than 40% of a single prepayment meter transaction to cover debt. This will help to ensure the equal and fair treatment of customers in debt, irrespective of how it originated.</p>	<p>Condition 34 - insertion of new paragraph 3 (g).</p> <p>See section 2.2 in the Authority's decision paper for further details.</p>
c) The licence will be modified to require any credit balances to be passed back to consumers within eight weeks of account closure.	<p>Reason: Licences do not provide adequate direction on how credit on closed accounts should be treated. This modification will provide this direction.</p> <p>Effect: This modification will ensure that after closing an account with a supplier, any refunds owed are passed back to consumers within eight weeks of account closure.</p> <p>Change from notice of proposed modifications: We had proposed to allow six weeks for the credit balances to be returned to consumers; however we having considered the consultation responses we decided to extend this timeframe to eight weeks.</p>	<p>Condition 38 – paragraph 13 will be updated to include the requirement as explained.</p> <p>See section 2.3 in the Authority's decision paper for further details.</p>
d) The licence will be modified to require supply companies to inform consumers they are coming to the end of a	<p>Reason: The current licence requirements have the potential to cause additional costs for suppliers and confusion for customers. This cost and confusion can be avoided.</p> <p>Effect: This modification will minimise cost for suppliers and confusion for</p>	<p>Condition 27 – paragraph 12 (b) (i) will be updated with the replacement of 28 days with 21.</p> <p>See section 2.4 in the Authority's decision paper for</p>

fixed term contract at least 21 days but no more than 42 days before the expiry date.	customers by aligning the timeframe in which customers must be notified that they are coming to the end of a fixed term contract, and notified of any other changes to their terms and conditions (including a tariff change).	further details.
e) The licence will be modified to include a specific reference to the Codes of Practice minimum standards.	<p>Reason: Suppliers are bound to the conditions of the Codes of Practice minimum standards. These minimum standards are however not currently directly referenced in licences.</p> <p>Effect: This modification will provide maximum clarity for suppliers, new entrants and customers.</p>	<p>Condition 35 – insertion of a new paragraph 2. The remaining paragraphs will be renumbered to accommodate this insertion</p> <p>See section 2.8 in the Authority's decision paper for further details.</p>
f) The licence will be modified to remove duplications in the Marketing Condition.	<p>Reason: The current conditions in respect to the Marketing condition were drafted before the production of the separate Marketing Codes of Practice for domestic and business customers. The current licence condition therefore includes a number of areas of duplication and an instance of contradiction between the two.</p> <p>Effect: This modification will remove unnecessary duplication between the Marketing Condition and Codes of Practice. It will also correct the one contradiction that currently exists between the two.</p>	<p>Condition 40 – sentence will be inserted at the end of paragraph 2. Paragraphs 3, 4 and 5 will be deleted. The definitions will also be updated.</p> <p>See section 2.9 in the Authority's decision paper for further details.</p>
g) The licence will be modified to reflect the correct references to the NIE Distribution Licence.	<p>Reason: Current licence conditions do not reflect the two separate licences held by NIE Networks – ie their distribution and transmission licences.</p> <p>Effect: These modifications will update licences to ensure they contain the correct references to the NIE Distribution licence.</p>	<p>Conditions 1, 3, 4, 5, 7, 17 and 23 will be updated to include the correct references.</p> <p>See section 2.10 in the Authority's decision paper for further details.</p>

h) The licence will be updated to ensure the correct references to legislation are used.	<p>Reason: Some pieces of legislation that are referenced the licence have been superseded.</p> <p>Effect: These modifications will update the licence to reference the most recent and up to date pieces of legislation.</p>	<p>Conditions 1, 2, 10 and 25 will be updated to include the correct legislation references.</p> <p>See section 2.11 in the Authority's decision paper for further details.</p>
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- 4) The Authority considers that the modifications to the licence are an appropriate course of action in order to correct inaccuracies in the licence and afford the necessary consumer protection for energy consumers.
- 5) On 5th January 2016, the Authority published a notice⁵ stating that it intended to modify the licence and giving the reasons and effect of the modifications. The purpose of this notice was to bring the proposed modifications to the attention of persons likely to be affected by them, and to invite representations or objections in connection thereto. We have taken into account representations related to these modifications, made any necessary adjustments and explained the reasons for any changes to our proposals.
- 6) Each of the modifications detailed above will take effect from 1 September 2016.
- 7) The Authority has, pursuant to Article 14(8) of the Order, published this notice on its website and sent a copy of this notice to the licensee. In addition, the Authority has provided a copy of this notice to the Department for the Economy and the Consumer Council.
- 8) A copy of the modification can be obtained in hard copy from Barbara Stevenson at: Utility Regulator, Queens House, 14 Queen Street, Belfast, BT1 6ED. Email barbara.stevenson@uregni.gov.uk

Dated this 3 June 2016



Jenny Pyper
Chief Executive

For and on behalf of the Northern Ireland Authority for Utility Regulation

⁵ http://www.uregni.gov.uk/uploads/publications/2016-01-05_Consultation_on_Licence_Modifications_FINAL.pdf

Article 14 Licence Modification Notice of Decision

The Northern Ireland Authority for Utility Regulation

DECISION UNDER ARTICLE 14(8) OF THE ELECTRICITY (NORTHERN IRELAND) ORDER 1992

MODIFICATION OF GO POWER LIMITED'S ELECTRICITY SUPPLY LICENCE

In accordance with Article 14(2) of the Electricity (Northern Ireland) Order 1992 ("the Order") the Northern Ireland Authority for Utility Regulation ("the Authority") published a notice of its intention to modify the conditions of the licence.

In accordance with Article 14(5) of the Order the Authority has considered representations duly made to it.

The Authority has decided to proceed with the making of modifications of the conditions of the licence in exercise of its powers under Article 14(1) of the Order.

In accordance with Article 14(8) of the Order the Authority gives notice as follows: -

- 1) The Authority will modify the electricity supply licence (the "Licence") held by Go Power Limited ("the Licensee")
- 2) The licence will be amended as set out in the table below.
- 3) The modifications to the Go Power Limited licence are set out in the Authority's decision paper entitled "Decision paper on the modifications to gas and electricity licences" published 3 June 2016.

Amendment	Reason and Effect	Licence condition affected
a) The licence will be modified to prevent prepayment meter vend blocking.	<p>Reason: This modification will increase customer protection provisions for electricity consumers. It will prevent the 'disconnection' of prepayment meter customers through blocking vends.</p> <p>Effect: The modification will ensure that suppliers are explicitly prohibited via their licence from blocking or preventing a customer from purchasing electricity via a prepayment meter.</p>	<p>Condition 34 – insertion of new paragraph 5. The remaining paragraphs will be renumbered to accommodate this insertion.</p> <p>See section 2.1 in the Authority's decision paper for</p>

		further details.
b) The licence will be modified to ensure that prepayment meters must not be calibrated to recover more than 40% of any outstanding charge in any single transaction as a payment of or towards that charge.	<p>Reason: This modification will help to afford the necessary level of protection to prepayment meter energy customers. All debt being recovered through prepayment meters, irrespective of how it originated, should be treated and recovered in the manner intended in the Code of Practice for Payment of Bills.</p> <p>Effect: This modification will ensure that suppliers are unable to take more than 40% of a single prepayment meter transaction to cover debt. This will help to ensure the equal and fair treatment of customers in debt, irrespective of how it originated.</p>	<p>Condition 34 - insertion of new paragraph 3 (g).</p> <p>See section 2.2 in the Authority's decision paper for further details.</p>
c) The licence will be modified to require any credit balances to be passed back to consumers within eight weeks of account closure.	<p>Reason: Licences do not provide adequate direction on how credit on closed accounts should be treated. This modification will provide this direction.</p> <p>Effect: This modification will ensure that after closing an account with a supplier, any refunds owed are passed back to consumers within eight weeks of account closure.</p> <p>Change from notice of proposed modifications: We had proposed to allow six weeks for the credit balances to be returned to consumers; however we having considered the consultation responses we decided to extend this timeframe to eight weeks.</p>	<p>Condition 38 – paragraph 13 will be updated to include the requirement as explained.</p> <p>See section 2.3 in the Authority's decision paper for further details.</p>
d) The licence will be modified to require supply companies to inform consumers they are coming to the end of a fixed term	<p>Reason: The current licence requirements have the potential to cause additional costs for suppliers and confusion for customers. This cost and confusion can be avoided.</p> <p>Effect: This modification will minimise cost for suppliers and confusion for customers by aligning the timeframe in</p>	<p>Condition 27 – paragraph 12 (b) (i) will be updated with the replacement of 28 days with 21.</p> <p>See section 2.4 in the Authority's decision paper for further details.</p>

contract at least 21 days but no more than 42 days before the expiry date.	which customers must be notified that they are coming to the end of a fixed term contract, and notified of any other changes to their terms and conditions (including a tariff change).	
e) The licence will be modified to include a specific reference to the Codes of Practice minimum standards.	<p>Reason: Suppliers are bound to the conditions of the Codes of Practice minimum standards. These minimum standards are however not currently directly referenced in licences.</p> <p>Effect: This modification will provide maximum clarity for suppliers, new entrants and customers.</p>	<p>Condition 35 – insertion of a new paragraph 2. The remaining paragraphs will be renumbered to accommodate this insertion</p> <p>See section 2.8 in the Authority's decision paper for further details.</p>
f) The licence will be modified to remove duplications in the Marketing Condition.	<p>Reason: The current conditions in respect to the Marketing condition were drafted before the production of the separate Marketing Codes of Practice for domestic and business customers. The current licence condition therefore includes a number of areas of duplication and an instance of contradiction between the two.</p> <p>Effect: This modification will remove unnecessary duplication between the Marketing Condition and Codes of Practice. It will also correct the one contradiction that currently exists between the two.</p>	<p>Condition 40 – sentence will be inserted at the end of paragraph 2. Paragraphs 3, 4 and 5 will be deleted. The definitions will also be updated.</p> <p>See section 2.9 in the Authority's decision paper for further details.</p>
g) The licence will be modified to reflect the correct references to the NIE Distribution Licence.	<p>Reason: Current licence conditions do not reflect the two separate licences held by NIE Networks – ie their distribution and transmission licences.</p> <p>Effect: These modifications will update licences to ensure they contain the correct references to the NIE Distribution licence.</p>	<p>Conditions 1, 3, 4, 5, 7, 17 and 23 will be updated to include the correct references.</p> <p>See section 2.10 in the Authority's decision paper for further details.</p>
h) The licence will	Reason: Some pieces of legislation	Conditions 1, 2, 10

be updated to ensure the correct references to legislation are used.	that are referenced the licence have been superseded. Effect: These modifications will update the licence to reference the most recent and up to date pieces of legislation.	and 25 will be updated to include the correct legislation references. See section 2.11 in the Authority's decision paper for further details.
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- 4) The Authority considers that the modifications to the licence are an appropriate course of action in order to correct inaccuracies in the licence and afford the necessary consumer protection for energy consumers.
- 5) On 5th January 2016, the Authority published a notice⁶ stating that it intended to modify the licence and giving the reasons and effect of the modifications. The purpose of this notice was to bring the proposed modifications to the attention of persons likely to be affected by them, and to invite representations or objections in connection thereto. We have taken into account representations related to these modifications, made any necessary adjustments and explained the reasons for any changes to our proposals.
- 6) Each of the modifications detailed above will take effect from 1 September 2016.
- 7) The Authority has, pursuant to Article 14(8) of the Order, published this notice on its website and sent a copy of this notice to the licensee. In addition, the Authority has provided a copy of this notice to the Department for the Economy and the Consumer Council.
- 8) A copy of the modification can be obtained in hard copy from Barbara Stevenson at: Utility Regulator, Queens House, 14 Queen Street, Belfast, BT1 6ED. Email barbara.stevenson@uregni.gov.uk

Dated this 3 June 2016



Jenny Pyper
Chief Executive

For and on behalf of the Northern Ireland Authority for Utility Regulation

⁶ http://www.uregni.gov.uk/uploads/publications/2016-01-05_Consultation_on_Licence_Modifications_FINAL.pdf

Article 14 Licence Modification Notice of Decision

The Northern Ireland Authority for Utility Regulation

DECISION UNDER ARTICLE 14(8) OF THE ELECTRICITY (NORTHERN IRELAND) ORDER 1992

MODIFICATION OF ONI ENERGY'S ELECTRICITY SUPPLY LICENCE

In accordance with Article 14(2) of the Electricity (Northern Ireland) Order 1992 ("the Order") the Northern Ireland Authority for Utility Regulation ("the Authority") published a notice of its intention to modify the conditions of the licence.

In accordance with Article 14(5) of the Order the Authority has considered representations duly made to it.

The Authority has decided to proceed with the making of modifications of the conditions of the licence in exercise of its powers under Article 14(1) of the Order.

In accordance with Article 14(8) of the Order the Authority gives notice as follows: -

- 1) The Authority will modify the electricity supply licence (the "Licence") held by ONI Energy
- 2) The licence will be amended as set out in the table below.
- 3) The modifications to the ONI Energy licence are set out in the Authority's decision paper entitled "Decision paper on the modifications to gas and electricity licences" published 3 June 2016.

Amendment	Reason and Effect	Licence condition affected
a) The licence will be modified to prevent prepayment meter vend blocking.	<p>Reason: This modification will increase customer protection provisions for electricity consumers. It will prevent the 'disconnection' of prepayment meter customers through blocking vends.</p> <p>Effect: The modification will ensure that suppliers are explicitly prohibited via their licence from blocking or preventing a customer from purchasing electricity via a prepayment meter.</p>	<p>Condition 34 – insertion of new paragraph 5. The remaining paragraphs will be renumbered to accommodate this insertion.</p> <p>See section 2.1 in the Authority's decision paper for</p>

		further details.
b) The licence will be modified to ensure that prepayment meters must not be calibrated to recover more than 40% of any outstanding charge in any single transaction as a payment of or towards that charge.	<p>Reason: This modification will help to afford the necessary level of protection to prepayment meter energy customers. All debt being recovered through prepayment meters, irrespective of how it originated, should be treated and recovered in the manner intended in the Code of Practice for Payment of Bills.</p> <p>Effect: This modification will ensure that suppliers are unable to take more than 40% of a single prepayment meter transaction to cover debt. This will help to ensure the equal and fair treatment of customers in debt, irrespective of how it originated.</p>	<p>Condition 34 - insertion of new paragraph 3 (g).</p> <p>See section 2.2 in the Authority's decision paper for further details.</p>
c) The licence will be modified to require any credit balances to be passed back to consumers within eight weeks of account closure.	<p>Reason: Licences do not provide adequate direction on how credit on closed accounts should be treated. This modification will provide this direction.</p> <p>Effect: This modification will ensure that after closing an account with a supplier, any refunds owed are passed back to consumers within eight weeks of account closure.</p> <p>Change from notice of proposed modifications: We had proposed to allow six weeks for the credit balances to be returned to consumers; however we having considered the consultation responses we decided to extend this timeframe to eight weeks.</p>	<p>Condition 38 – paragraph 13 will be updated to include the requirement as explained.</p> <p>See section 2.3 in the Authority's decision paper for further details.</p>
d) The licence will be modified to require supply companies to inform consumers they are coming to the end of a fixed term	<p>Reason: The current licence requirements have the potential to cause additional costs for suppliers and confusion for customers. This cost and confusion can be avoided.</p> <p>Effect: This modification will minimise cost for suppliers and confusion for customers by aligning the timeframe in</p>	<p>Condition 27 – paragraph 12 (b) (i) will be updated with the replacement of 28 days with 21.</p> <p>See section 2.4 in the Authority's decision paper for further details.</p>

contract at least 21 days but no more than 42 days before the expiry date.	which customers must be notified that they are coming to the end of a fixed term contract, and notified of any other changes to their terms and conditions (including a tariff change).	
e) The licence will be modified to include a specific reference to the Codes of Practice minimum standards.	<p>Reason: Suppliers are bound to the conditions of the Codes of Practice minimum standards. These minimum standards are however not currently directly referenced in licences.</p> <p>Effect: This modification will provide maximum clarity for suppliers, new entrants and customers.</p>	<p>Condition 35 – insertion of a new paragraph 2. The remaining paragraphs will be renumbered to accommodate this insertion</p> <p>See section 2.8 in the Authority's decision paper for further details.</p>
f) The licence will be modified to remove duplications in the Marketing Condition.	<p>Reason: The current conditions in respect to the Marketing condition were drafted before the production of the separate Marketing Codes of Practice for domestic and business customers. The current licence condition therefore includes a number of areas of duplication and an instance of contradiction between the two.</p> <p>Effect: This modification will remove unnecessary duplication between the Marketing Condition and Codes of Practice. It will also correct the one contradiction that currently exists between the two.</p>	<p>Condition 40 – sentence will be inserted at the end of paragraph 2. Paragraphs 3, 4 and 5 will be deleted. The definitions will also be updated.</p> <p>See section 2.9 in the Authority's decision paper for further details.</p>
g) The licence will be modified to reflect the correct references to the NIE Distribution Licence.	<p>Reason: Current licence conditions do not reflect the two separate licences held by NIE Networks – ie their distribution and transmission licences.</p> <p>Effect: These modifications will update licences to ensure they contain the correct references to the NIE Distribution licence.</p>	<p>Conditions 1, 3, 4, 5, 7, 17 and 23 will be updated to include the correct references.</p> <p>See section 2.10 in the Authority's decision paper for further details.</p>
h) The licence will	Reason: Some pieces of legislation	Conditions 1, 2, 10

be updated to ensure the correct references to legislation are used.	that are referenced the licence have been superseded. Effect: These modifications will update the licence to reference the most recent and up to date pieces of legislation.	and 25 will be updated to include the correct legislation references. See section 2.11 in the Authority's decision paper for further details.
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- 4) The Authority considers that the modifications to the licence are an appropriate course of action in order to correct inaccuracies in the licence and afford the necessary consumer protection for energy consumers.
- 5) On 5th January 2016, the Authority published a notice⁷ stating that it intended to modify the licence and giving the reasons and effect of the modifications. The purpose of this notice was to bring the proposed modifications to the attention of persons likely to be affected by them, and to invite representations or objections in connection thereto. We have taken into account representations related to these modifications, made any necessary adjustments and explained the reasons for any changes to our proposals.
- 6) Each of the modifications detailed above will take effect from 1 September 2016.
- 7) The Authority has, pursuant to Article 14(8) of the Order, published this notice on its website and sent a copy of this notice to the licensee. In addition, the Authority has provided a copy of this notice to the Department for the Economy and the Consumer Council.
- 8) A copy of the modification can be obtained in hard copy from Barbara Stevenson at: Utility Regulator, Queens House, 14 Queen Street, Belfast, BT1 6ED. Email barbara.stevenson@uregni.gov.uk

Dated this 3 June 2016



Jenny Pyper
Chief Executive

For and on behalf of the Northern Ireland Authority for Utility Regulation

⁷ http://www.uregni.gov.uk/uploads/publications/2016-01-05_Consultation_on_Licence_Modifications_FINAL.pdf

Article 14 Licence Modification Notice of Decision

The Northern Ireland Authority for Utility Regulation

DECISION UNDER ARTICLE 14(8) OF THE ELECTRICITY (NORTHERN IRELAND) ORDER 1992

MODIFICATION OF OPEN ELECTRIC LIMITED ELECTRICITY SUPPLY LICENCE

In accordance with Article 14(2) of the Electricity (Northern Ireland) Order 1992 (“the Order”) the Northern Ireland Authority for Utility Regulation (“the Authority”) published a notice of its intention to modify the conditions of the licence.

In accordance with Article 14(5) of the Order the Authority has considered representations duly made to it.

The Authority has decided to proceed with the making of modifications of the conditions of the licence in exercise of its powers under Article 14(1) of the Order.

In accordance with Article 14(8) of the Order the Authority gives notice as follows: -

- 1) The Authority will modify the electricity supply licence (the “Licence”) held by Open Electric Limited (“the Licensee”)
- 2) The licence will be amended as set out in the table below.
- 3) The modifications to the Open Electric Limited licence are set out in the Authority’s decision paper entitled “Decision paper on the modifications to gas and electricity licences” published 3 June 2016.

Amendment	Reason and Effect	Licence condition affected
a) The licence will be modified to prevent prepayment meter vend blocking.	<p>Reason: This modification will increase customer protection provisions for electricity consumers. It will prevent the ‘disconnection’ of prepayment meter customers through blocking vends.</p> <p>Effect: The modification will ensure that suppliers are explicitly prohibited via their licence from blocking or preventing a customer from purchasing electricity via a prepayment meter.</p>	<p>Condition 34 – insertion of new paragraph 5. The remaining paragraphs will be renumbered to accommodate this insertion.</p> <p>See section 2.1 in the Authority’s decision paper for</p>

		further details.
b) The licence will be modified to ensure that prepayment meters must not be calibrated to recover more than 40% of any outstanding charge in any single transaction as a payment of or towards that charge.	<p>Reason: This modification will help to afford the necessary level of protection to prepayment meter energy customers. All debt being recovered through prepayment meters, irrespective of how it originated, should be treated and recovered in the manner intended in the Code of Practice for Payment of Bills.</p> <p>Effect: This modification will ensure that suppliers are unable to take more than 40% of a single prepayment meter transaction to cover debt. This will help to ensure the equal and fair treatment of customers in debt, irrespective of how it originated.</p>	<p>Condition 34 - insertion of new paragraph 3 (g).</p> <p>See section 2.2 in the Authority's decision paper for further details.</p>
c) The licence will be modified to require any credit balances to be passed back to consumers within eight weeks of account closure.	<p>Reason: Licences do not provide adequate direction on how credit on closed accounts should be treated. This modification will provide this direction.</p> <p>Effect: This modification will ensure that after closing an account with a supplier, any refunds owed are passed back to consumers within eight weeks of account closure.</p> <p>Change from notice of proposed modifications: We had proposed to allow six weeks for the credit balances to be returned to consumers; however we having considered the consultation responses we decided to extend this timeframe to eight weeks.</p>	<p>Condition 38 – paragraph 13 will be updated to include the requirement as explained.</p> <p>See section 2.3 in the Authority's decision paper for further details.</p>
d) The licence will be modified to require supply companies to inform consumers they are coming to the end of a fixed term	<p>Reason: The current licence requirements have the potential to cause additional costs for suppliers and confusion for customers. This cost and confusion can be avoided.</p> <p>Effect: This modification will minimise cost for suppliers and confusion for customers by aligning the timeframe in</p>	<p>Condition 27 – paragraph 12 (b) (i) will be updated with the replacement of 28 days with 21.</p> <p>See section 2.4 in the Authority's decision paper for further details.</p>

contract at least 21 days but no more than 42 days before the expiry date.	which customers must be notified that they are coming to the end of a fixed term contract, and notified of any other changes to their terms and conditions (including a tariff change).	
e) The licence will be modified to include a specific reference to the Codes of Practice minimum standards.	<p>Reason: Suppliers are bound to the conditions of the Codes of Practice minimum standards. These minimum standards are however not currently directly referenced in licences.</p> <p>Effect: This modification will provide maximum clarity for suppliers, new entrants and customers.</p>	<p>Condition 35 – insertion of a new paragraph 2. The remaining paragraphs will be renumbered to accommodate this insertion</p> <p>See section 2.8 in the Authority's decision paper for further details.</p>
f) The licence will be modified to remove duplications in the Marketing Condition.	<p>Reason: The current conditions in respect to the Marketing condition were drafted before the production of the separate Marketing Codes of Practice for domestic and business customers. The current licence condition therefore includes a number of areas of duplication and an instance of contradiction between the two.</p> <p>Effect: This modification will remove unnecessary duplication between the Marketing Condition and Codes of Practice. It will also correct the one contradiction that currently exists between the two.</p>	<p>Condition 40 – sentence will be inserted at the end of paragraph 2. Paragraphs 3, 4 and 5 will be deleted. The definitions will also be updated.</p> <p>See section 2.9 in the Authority's decision paper for further details.</p>
g) The licence will be modified to reflect the correct references to the NIE Distribution Licence.	<p>Reason: Current licence conditions do not reflect the two separate licences held by NIE Networks – ie their distribution and transmission licences.</p> <p>Effect: These modifications will update licences to ensure they contain the correct references to the NIE Distribution licence.</p>	<p>Conditions 1, 3, 4, 5, 7, 17 and 23 will be updated to include the correct references.</p> <p>See section 2.10 in the Authority's decision paper for further details.</p>
h) The licence will	Reason: Some pieces of legislation	Conditions 1, 2, 10

be updated to ensure the correct references to legislation are used.	that are referenced the licence have been superseded. Effect: These modifications will update the licence to reference the most recent and up to date pieces of legislation.	and 25 will be updated to include the correct legislation references. See section 2.11 in the Authority's decision paper for further details.
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- 4) The Authority considers that the modifications to the licence are an appropriate course of action in order to correct inaccuracies in the licence and afford the necessary consumer protection for energy consumers.
- 5) On 5th January 2016, the Authority published a notice⁸ stating that it intended to modify the licence and giving the reasons and effect of the modifications. The purpose of this notice was to bring the proposed modifications to the attention of persons likely to be affected by them, and to invite representations or objections in connection thereto. We have taken into account representations related to these modifications, made any necessary adjustments and explained the reasons for any changes to our proposals.
- 6) Each of the modifications detailed above will take effect from 1 September 2016.
- 7) The Authority has, pursuant to Article 14(8) of the Order, published this notice on its website and sent a copy of this notice to the licensee. In addition, the Authority has provided a copy of this notice to the Department for the Economy and the Consumer Council.
- 8) A copy of the modification can be obtained in hard copy from Barbara Stevenson at: Utility Regulator, Queens House, 14 Queen Street, Belfast, BT1 6ED. Email barbara.stevenson@uregni.gov.uk

Dated this 3 June 2016



Jenny Pyper
Chief Executive

For and on behalf of the Northern Ireland Authority for Utility Regulation

⁸ http://www.uregni.gov.uk/uploads/publications/2016-01-05_Consultation_on_Licence_Modifications_FINAL.pdf

Article 14 Licence Modification Notice of Decision

The Northern Ireland Authority for Utility Regulation

DECISION UNDER ARTICLE 14(8) OF THE ELECTRICITY (NORTHERN IRELAND) ORDER 1992

MODIFICATION OF ESB ELECTRIC IRELAND LIMITED'S ELECTRICITY SUPPLY LICENCE

In accordance with Article 14(2) of the Electricity (Northern Ireland) Order 1992 ("the Order") the Northern Ireland Authority for Utility Regulation ("the Authority") published a notice of its intention to modify the conditions of the licence.

In accordance with Article 14(5) of the Order the Authority has considered representations duly made to it.

The Authority has decided to proceed with the making of modifications of the conditions of the licence in exercise of its powers under Article 14(1) of the Order.

In accordance with Article 14(8) of the Order the Authority gives notice as follows: -

- 1) The Authority will modify the electricity supply licence (the "Licence") held by ESB Electric Ireland Limited ("the Licensee")
- 2) The licence will be amended as set out in the table below.
- 3) The modifications to the ESB Electric Ireland Limited licence are set out in the Authority's decision paper entitled "Decision paper on the modifications to gas and electricity licences" published 3 June 2016.

Amendment	Reason and Effect	Licence condition affected
a) The licence will be modified to prevent prepayment meter vend blocking.	<p>Reason: This modification will increase customer protection provisions for electricity consumers. It will prevent the 'disconnection' of prepayment meter customers through blocking vends.</p> <p>Effect: The modification will ensure that suppliers are explicitly prohibited via their licence from blocking or preventing a customer from purchasing</p>	<p>Condition 34 – insertion of new paragraph 5. The remaining paragraphs will be renumbered to accommodate this insertion.</p> <p>See section 2.1 in the Authority's</p>

	electricity via a prepayment meter.	decision paper for further details.
b) The licence will be modified to ensure that prepayment meters must not be calibrated to recover more than 40% of any outstanding charge in any single transaction as a payment of or towards that charge.	<p>Reason: This modification will help to afford the necessary level of protection to prepayment meter energy customers. All debt being recovered through prepayment meters, irrespective of how it originated, should be treated and recovered in the manner intended in the Code of Practice for Payment of Bills.</p> <p>Effect: This modification will ensure that suppliers are unable to take more than 40% of a single prepayment meter transaction to cover debt. This will help to ensure the equal and fair treatment of customers in debt, irrespective of how it originated.</p>	<p>Condition 34 - insertion of new paragraph 3 (g).</p> <p>See section 2.2 in the Authority's decision paper for further details.</p>
c) The licence will be modified to require any credit balances to be passed back to consumers within eight weeks of account closure.	<p>Reason: Licences do not provide adequate direction on how credit on closed accounts should be treated. This modification will provide this direction.</p> <p>Effect: This modification will ensure that after closing an account with a supplier, any refunds owed are passed back to consumers within eight weeks of account closure.</p> <p>Change from notice of proposed modifications: We had proposed to allow six weeks for the credit balances to be returned to consumers; however we having considered the consultation responses we decided to extend this timeframe to eight weeks.</p>	<p>Condition 38 – paragraph 13 will be updated to include the requirement as explained.</p> <p>See section 2.3 in the Authority's decision paper for further details.</p>
d) The licence will be modified to require supply companies to inform consumers they are coming to the end of a	<p>Reason: The current licence requirements have the potential to cause additional costs for suppliers and confusion for customers. This cost and confusion can be avoided.</p> <p>Effect: This modification will minimise cost for suppliers and confusion for</p>	<p>Condition 27 – paragraph 12 (b) (i) will be updated with the replacement of 28 days with 21.</p> <p>See section 2.4 in the Authority's decision paper for</p>

fixed term contract at least 21 days but no more than 42 days before the expiry date.	customers by aligning the timeframe in which customers must be notified that they are coming to the end of a fixed term contract, and notified of any other changes to their terms and conditions (including a tariff change).	further details.
e) The licence will be modified to include a specific reference to the Codes of Practice minimum standards.	<p>Reason: Suppliers are bound to the conditions of the Codes of Practice minimum standards. These minimum standards are however not currently directly referenced in licences.</p> <p>Effect: This modification will provide maximum clarity for suppliers, new entrants and customers.</p>	<p>Condition 35 – insertion of a new paragraph 2. The remaining paragraphs will be renumbered to accommodate this insertion</p> <p>See section 2.8 in the Authority's decision paper for further details.</p>
f) The licence will be modified to remove duplications in the Marketing Condition.	<p>Reason: The current conditions in respect to the Marketing condition were drafted before the production of the separate Marketing Codes of Practice for domestic and business customers. The current licence condition therefore includes a number of areas of duplication and an instance of contradiction between the two.</p> <p>Effect: This modification will remove unnecessary duplication between the Marketing Condition and Codes of Practice. It will also correct the one contradiction that currently exists between the two.</p>	<p>Condition 40 – sentence will be inserted at the end of paragraph 2. Paragraphs 3, 4 and 5 will be deleted. The definitions will also be updated.</p> <p>See section 2.9 in the Authority's decision paper for further details.</p>
g) The licence will be modified to reflect the correct references to the NIE Distribution Licence.	<p>Reason: Current licence conditions do not reflect the two separate licences held by NIE Networks – ie their distribution and transmission licences.</p> <p>Effect: These modifications will update licences to ensure they contain the correct references to the NIE Distribution licence.</p>	<p>Conditions 1, 3, 4, 5, 7, 17 and 23 will be updated to include the correct references.</p> <p>See section 2.10 in the Authority's decision paper for further details.</p>

h) The licence will be updated to ensure the correct references to legislation are used.	<p>Reason: Some pieces of legislation that are referenced the licence have been superseded.</p> <p>Effect: These modifications will update the licence to reference the most recent and up to date pieces of legislation.</p>	<p>Conditions 1, 2, 10 and 25 will be updated to include the correct legislation references.</p> <p>See section 2.11 in the Authority's decision paper for further details.</p>
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- 4) The Authority considers that the modifications to the licence are an appropriate course of action in order to correct inaccuracies in the licence and afford the necessary consumer protection for energy consumers.
- 5) On 5th January 2016, the Authority published a notice⁹ stating that it intended to modify the licence and giving the reasons and effect of the modifications. The purpose of this notice was to bring the proposed modifications to the attention of persons likely to be affected by them, and to invite representations or objections in connection thereto. We have taken into account representations related to these modifications, made any necessary adjustments and explained the reasons for any changes to our proposals.
- 6) Each of the modifications detailed above will take effect from 1 September 2016.
- 7) The Authority has, pursuant to Article 14(8) of the Order, published this notice on its website and sent a copy of this notice to the licensee. In addition, the Authority has provided a copy of this notice to the Department for the Economy and the Consumer Council.
- 8) A copy of the modification can be obtained in hard copy from Barbara Stevenson at: Utility Regulator, Queens House, 14 Queen Street, Belfast, BT1 6ED. Email barbara.stevenson@uregni.gov.uk

Dated this 3 June 2016



Jenny Pyper
Chief Executive

For and on behalf of the Northern Ireland Authority for Utility Regulation

⁹ http://www.uregni.gov.uk/uploads/publications/2016-01-05_Consultation_on_Licence_Modifications_FINAL.pdf

Article 14 Licence Modification Notice of Decision

The Northern Ireland Authority for Utility Regulation

DECISION UNDER ARTICLE 14(8) OF THE ELECTRICITY (NORTHERN IRELAND) ORDER 1992

MODIFICATION OF VAYU LIMITED ELECTRICITY SUPPLY LICENCE

In accordance with Article 14(2) of the Electricity (Northern Ireland) Order 1992 ("the Order") the Northern Ireland Authority for Utility Regulation ("the Authority") published a notice of its intention to modify the conditions of the licence.

In accordance with Article 14(5) of the Order the Authority has considered representations duly made to it.

The Authority has decided to proceed with the making of modifications of the conditions of the licence in exercise of its powers under Article 14(1) of the Order.

In accordance with Article 14(8) of the Order the Authority gives notice as follows: -

- 1) The Authority will modify the electricity supply licence (the "Licence") held by Vayu Limited ("the Licensee")
- 2) The licence will be amended as set out in the table below.
- 3) The modifications to the Vayu Limited licence are set out in the Authority's decision paper entitled "Decision paper on the modifications to gas and electricity licences" published 3 June 2016.

Amendment	Reason and Effect	Licence condition affected
a) The licence will be modified to prevent prepayment meter vend blocking.	<p>Reason: This modification will increase customer protection provisions for electricity consumers. It will prevent the 'disconnection' of prepayment meter customers through blocking vends.</p> <p>Effect: The modification will ensure that suppliers are explicitly prohibited via their licence from blocking or preventing a customer from purchasing electricity via a prepayment meter.</p>	<p>Condition 34 – insertion of new paragraph 5. The remaining paragraphs will be renumbered to accommodate this insertion.</p> <p>See section 2.1 in the Authority's decision paper for</p>

		further details.
b) The licence will be modified to ensure that prepayment meters must not be calibrated to recover more than 40% of any outstanding charge in any single transaction as a payment of or towards that charge.	<p>Reason: This modification will help to afford the necessary level of protection to prepayment meter energy customers. All debt being recovered through prepayment meters, irrespective of how it originated, should be treated and recovered in the manner intended in the Code of Practice for Payment of Bills.</p> <p>Effect: This modification will ensure that suppliers are unable to take more than 40% of a single prepayment meter transaction to cover debt. This will help to ensure the equal and fair treatment of customers in debt, irrespective of how it originated.</p>	<p>Condition 34 - insertion of new paragraph 3 (g).</p> <p>See section 2.2 in the Authority's decision paper for further details.</p>
c) The licence will be modified to require any credit balances to be passed back to consumers within eight weeks of account closure.	<p>Reason: Licences do not provide adequate direction on how credit on closed accounts should be treated. This modification will provide this direction.</p> <p>Effect: This modification will ensure that after closing an account with a supplier, any refunds owed are passed back to consumers within eight weeks of account closure.</p> <p>Change from notice of proposed modifications: We had proposed to allow six weeks for the credit balances to be returned to consumers; however we having considered the consultation responses we decided to extend this timeframe to eight weeks.</p>	<p>Condition 38 – paragraph 13 will be updated to include the requirement as explained.</p> <p>See section 2.3 in the Authority's decision paper for further details.</p>
d) The licence will be modified to require supply companies to inform consumers they are coming to the end of a fixed term contract at	<p>Reason: The current licence requirements have the potential to cause additional costs for suppliers and confusion for customers. This cost and confusion can be avoided.</p> <p>Effect: This modification will minimise cost for suppliers and confusion for customers by aligning the timeframe in</p>	<p>Condition 27 – paragraph 12 (b) (i) will be updated with the replacement of 28 days with 21.</p> <p>See section 2.4 in the Authority's decision paper for further details.</p>

least 21 days but no more than 42 days before the expiry date.	which customers must be notified that they are coming to the end of a fixed term contract, and notified of any other changes to their terms and conditions (including a tariff change).	
e) The licence will be modified to include a specific reference to the Codes of Practice minimum standards.	<p>Reason: Suppliers are bound to the conditions of the Codes of Practice minimum standards. These minimum standards are however not currently directly referenced in licences.</p> <p>Effect: This modification will provide maximum clarity for suppliers, new entrants and customers.</p>	<p>Condition 35 – insertion of a new paragraph 2. The remaining paragraphs will be renumbered to accommodate this insertion</p> <p>See section 2.8 in the Authority's decision paper for further details.</p>
f) The licence will be modified to remove duplications in the Marketing Condition.	<p>Reason: The current conditions in respect to the Marketing condition were drafted before the production of the separate Marketing Codes of Practice for domestic and business customers. The current licence condition therefore includes a number of areas of duplication and an instance of contradiction between the two.</p> <p>Effect: This modification will remove unnecessary duplication between the Marketing Condition and Codes of Practice. It will also correct the one contradiction that currently exists between the two.</p>	<p>Condition 40 – sentence will be inserted at the end of paragraph 2. Paragraphs 3, 4 and 5 will be deleted. The definitions will also be updated.</p> <p>See section 2.9 in the Authority's decision paper for further details.</p>
g) The licence will be modified to reflect the correct references to the NIE Distribution Licence.	<p>Reason: Current licence conditions do not reflect the two separate licences held by NIE Networks – ie their distribution and transmission licences.</p> <p>Effect: These modifications will update licences to ensure they contain the correct references to the NIE Distribution licence.</p>	<p>Conditions 1, 3, 4, 5, 7, 17 and 23 will be updated to include the correct references.</p> <p>See section 2.10 in the Authority's decision paper for further details.</p>
h) The licence will	Reason: Some pieces of legislation	Conditions 1, 2, 10

be updated to ensure the correct references to legislation are used.	that are referenced the licence have been superseded. Effect: These modifications will update the licence to reference the most recent and up to date pieces of legislation.	and 25 will be updated to include the correct legislation references. See section 2.11 in the Authority's decision paper for further details.
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- 4) The Authority considers that the modifications to the licence are an appropriate course of action in order to correct inaccuracies in the licence and afford the necessary consumer protection for energy consumers.
- 5) On 5th January 2016, the Authority published a notice¹⁰ stating that it intended to modify the licence and giving the reasons and effect of the modifications. The purpose of this notice was to bring the proposed modifications to the attention of persons likely to be affected by them, and to invite representations or objections in connection thereto. We have taken into account representations related to these modifications, made any necessary adjustments and explained the reasons for any changes to our proposals.
- 6) Each of the modifications detailed above will take effect from 1 September 2016.
- 7) The Authority has, pursuant to Article 14(8) of the Order, published this notice on its website and sent a copy of this notice to the licensee. In addition, the Authority has provided a copy of this notice to the Department for the Economy and the Consumer Council.
- 8) A copy of the modification can be obtained in hard copy from Barbara Stevenson at: Utility Regulator, Queens House, 14 Queen Street, Belfast, BT1 6ED. Email barbara.stevenson@uregni.gov.uk

Dated this 3 June 2016



Jenny Pyper
Chief Executive

For and on behalf of the Northern Ireland Authority for Utility Regulation

¹⁰ http://www.uregni.gov.uk/uploads/publications/2016-01-05_Consultation_on_Licence_Modifications_FINAL.pdf

Article 14 Licence Modification Notice of Decision

The Northern Ireland Authority for Utility Regulation

DECISION UNDER ARTICLE 14(8) OF THE ELECTRICITY (NORTHERN IRELAND) ORDER 1992

MODIFICATION OF POWER NI'S ELECTRICITY SUPPLY LICENCE

In accordance with Article 14(2) of the Electricity (Northern Ireland) Order 1992 ("the Order") the Northern Ireland Authority for Utility Regulation ("the Authority") published a notice of its intention to modify the conditions of the licence.

In accordance with Article 14(5) of the Order the Authority has considered representations duly made to it.

The Authority has decided to proceed with the making of modifications of the conditions of the licence in exercise of its powers under Article 14(1) of the Order.

In accordance with Article 14(8) of the Order the Authority gives notice as follows: -

- 1) The Authority will modify the electricity supply licence (the "Licence") held by Power NI ("the Licensee")
- 2) The licence will be amended as set out in the table below.
- 3) The modifications to the Power NI licence are set out in the Authority's decision paper entitled "Decision paper on the modifications to gas and electricity licences" published 3 June 2016.

Amendment	Reason and Effect	Licence condition affected
a) The licence will be modified to prevent prepayment meter vend blocking.	<p>Reason: This modification will increase customer protection provisions for electricity consumers. It will prevent the 'disconnection' of prepayment meter customers through blocking vends.</p> <p>Effect: The modification will ensure that suppliers are explicitly prohibited via their licence from blocking or preventing a customer from purchasing electricity via a prepayment meter.</p>	<p>Condition 34 – insertion of new paragraph 5. The remaining paragraphs will be renumbered to accommodate this insertion.</p> <p>See section 2.1 in the Authority's decision paper for further details.</p>
b) The licence will be	Reason: This modification will help to afford	Condition 34 -

<p>modified to ensure that prepayment meters must not be calibrated to recover more than 40% of any outstanding charge in any single transaction as a payment of or towards that charge.</p>	<p>the necessary level of protection to prepayment meter energy customers. All debt being recovered through prepayment meters, irrespective of how it originated, should be treated and recovered in the manner intended in the Code of Practice for Payment of Bills.</p> <p>Effect: This modification will ensure that suppliers are unable to take more than 40% of a single prepayment meter transaction to cover debt. This will help to ensure the equal and fair treatment of customers in debt, irrespective of how it originated.</p>	<p>insertion of new paragraph 3 (g).</p> <p>See section 2.2 in the Authority's decision paper for further details.</p>
<p>c) The licence will be modified to require any credit balances to be passed back to consumers within eight weeks of account closure.</p>	<p>Reason: Licences do not provide adequate direction on how credit on closed accounts should be treated. This modification will provide this direction.</p> <p>Effect: This modification will ensure that after closing an account with a supplier, any refunds owed are passed back to consumers within eight weeks of account closure.</p> <p>Change from notice of proposed modifications: We had proposed to allow six weeks for the credit balances to be returned to consumers; however we having considered the consultation responses we decided to extend this timeframe to eight weeks.</p>	<p>Condition 38 – paragraph 13 will be updated to include the requirement as explained.</p> <p>See section 2.3 in the Authority's decision paper for further details.</p>
<p>d) The licence will be modified to require supply companies to inform consumers they are coming to the end of a fixed term contract at least 21 days but no more than 42 days before the expiry date.</p>	<p>Reason: The current licence requirements have the potential to cause additional costs for suppliers and confusion for customers. This cost and confusion can be avoided.</p> <p>Effect: This modification will minimise cost for suppliers and confusion for customers by aligning the timeframe in which customers must be notified that they are coming to the end of a fixed term contract, and notified of any other changes to their terms and conditions (including a tariff change).</p>	<p>Condition 27 – paragraph 12 (b) (i) will be updated with the replacement of 28 days with 21.</p> <p>See section 2.4 in the Authority's decision paper for further details.</p>
<p>e) The licence will be modified to include a specific reference to the Codes of Practice minimum standards.</p>	<p>Reason: Suppliers are bound to the conditions of the Codes of Practice minimum standards. These minimum standards are however not currently directly referenced in licences.</p> <p>Effect: This modification will provide maximum clarity for suppliers, new entrants and customers.</p>	<p>Condition 35 – insertion of a new paragraph 2. The remaining paragraphs will be renumbered to accommodate this insertion</p> <p>See section 2.8 in the Authority's decision paper for further</p>

		details.
f) The licence will be modified to remove duplications in the Marketing Condition.	<p>Reason: The current conditions in respect to the Marketing condition were drafted before the production of the separate Marketing Codes of Practice for domestic and business customers. The current licence condition therefore includes a number of areas of duplication and an instance of contradiction between to the two.</p> <p>Effect: This modification will remove unnecessary duplication between the Marketing Condition and Codes of Practice. It will also correct the one contradiction that currently exists between the two.</p>	<p>Condition 40 – sentence will be inserted at the end of paragraph 2. Paragraphs 3, 4 and 5 will be deleted. The definitions will also be updated.</p> <p>See section 2.9 in the Authority's decision paper for further details.</p>
g) The licence will be modified to reflect the correct references to the NIE Distribution Licence.	<p>Reason: Current licence conditions do not reflect the two separate licences held by NIE Networks – ie their distribution and transmission licences.</p> <p>Effect: These modifications will update licences to ensure they contain the correct references to the NIE Distribution licence.</p> <p>Change from notice of proposed modifications: We have corrected two drafting errors identified during the consultation. Condition 44 definition of Land Bank will be updated to 'Distribution'. Condition 66 clause 7(c) has the word Transmission removed.</p>	<p>Conditions 1, 3, 4, 17, 23, 44, 50, 60, 66, 69 and Annex 3 will be updated to include the correct references.</p> <p>See section 2.10 in the Authority's decision paper for further details.</p>
h) The licence will be updated to ensure the correct references to legislation are used.	<p>Reason: Some pieces of legislation that are referenced the licence have been superseded.</p> <p>Effect: These modifications will update the licence to reference the most recent and up to date pieces of legislation.</p> <p>Change from notice of proposed modifications: We have corrected one drafting error identified during the consultation. We have removed the duplication of the term 'related undertaking' in Condition 1.</p>	<p>Conditions 1, 2, 10 and 25 will be updated to include the correct legislation references.</p> <p>See section 2.11 in the Authority's decision paper for further details.</p>
i) The licence will be amended to remove redundant special conditions	<p>Reason: The relevant conditions are no longer in effect and are therefore no longer required in licences.</p> <p>Effect: There will be no material impact as a result of the removal of these conditions. It will tidy up the licences.</p>	<p>Conditions A, B, C and D</p> <p>See section 2.14 in the Authority's decision paper for further details.</p>

- 4) The Authority considers that the modifications to the licence are an appropriate course of action in order to correct inaccuracies in the licence and afford the necessary consumer protection for energy consumers.
- 5) On 5th January 2016, the Authority published a notice¹¹ stating that it intended to modify the licence and giving the reasons and effect of the modifications. The purpose of this notice was to bring the proposed modifications to the attention of persons likely to be affected by them, and to invite representations or objections in connection thereto. We have taken into account representations related to these modifications, made any necessary adjustments and explained the reasons for any changes to our proposals.
- 6) Each of the modifications detailed above will take effect from 1 September 2016.
- 7) The Authority has, pursuant to Article 14(8) of the Order, published this notice on its website and sent a copy of this notice to the licensee. In addition, the Authority has provided a copy of this notice to the Department for the Economy and the Consumer Council.
- 8) A copy of the modification can be obtained in hard copy from Barbara Stevenson at: Utility Regulator, Queens House, 14 Queen Street, Belfast, BT1 6ED. Email barbara.stevenson@uregni.gov.uk

Dated this 3 June 2016



Jenny Pyper
Chief Executive

For and on behalf of the Northern Ireland Authority for Utility Regulation

¹¹ http://www.uregni.gov.uk/uploads/publications/2016-01-05_Consultation_on_Licence_Modifications_FINAL.pdf

Article 14 Licence Modification Notice of Decision

The Northern Ireland Authority for Utility Regulation

DECISION UNDER ARTICLE 14(8) OF THE ELECTRICITY (NORTHERN IRELAND) ORDER 1992

MODIFICATION OF AES BALLYLUMFORD'S ELECTRICITY SUPPLY LICENCE

In accordance with Article 14(2) of the Electricity (Northern Ireland) Order 1992 ("the Order") the Northern Ireland Authority for Utility Regulation ("the Authority") published a notice of its intention to modify the conditions of the licence.

In accordance with Article 14(5) of the Order the Authority has considered representations duly made to it.

The Authority has decided to proceed with the making of modifications of the conditions of the licence in exercise of its powers under Article 14(1) of the Order.

In accordance with Article 14(8) of the Order the Authority gives notice as follows: -

- 1) The Authority will modify the electricity supply licence (the "Licence") held by AES Ballylumford ("the Licensee").
- 2) The licence will be amended as set out in the table below.
- 3) The modifications to the AES Ballylumford licence are set out in the Authority's decision paper entitled "Decision paper on the modifications to gas and electricity licences" published 3 June 2016.

Amendment	Reason and Effect	Licence condition affected
a) The licence will be modified to prevent prepayment meter vend blocking.	<p>Reason: This modification will increase customer protection provisions for electricity consumers. It will prevent the 'disconnection' of prepayment meter customers through blocking vends.</p> <p>Effect: The modification will ensure that suppliers are explicitly prohibited via their licence from blocking or preventing a customer from purchasing electricity via a prepayment meter.</p>	<p>Condition 34 – insertion of new paragraph 5. The remaining paragraphs will be renumbered to accommodate this insertion.</p> <p>See section 2.1 in the Authority's decision paper for further details.</p>
b) The licence will be	Reason: This modification will help to afford	Condition 34 -

<p>modified to ensure that prepayment meters must not be calibrated to recover more than 40% of any outstanding charge in any single transaction as a payment of or towards that charge.</p>	<p>the necessary level of protection to prepayment meter energy customers. All debt being recovered through prepayment meters, irrespective of how it originated, should be treated and recovered in the manner intended in the Code of Practice for Payment of Bills.</p> <p>Effect: This modification will ensure that suppliers are unable to take more than 40% of a single prepayment meter transaction to cover debt. This will help to ensure the equal and fair treatment of customers in debt, irrespective of how it originated.</p>	<p>insertion of new paragraph 3 (g).</p> <p>See section 2.2 in the Authority's decision paper for further details.</p>
<p>c) The licence will be modified to require any credit balances to be passed back to consumers within eight weeks of account closure.</p>	<p>Reason: Licences do not provide adequate direction on how credit on closed accounts should be treated. This modification will provide this direction.</p> <p>Effect: This modification will ensure that after closing an account with a supplier, any refunds owed are passed back to consumers within eight weeks of account closure.</p> <p>Change from notice of proposed modifications: We had proposed to allow six weeks for the credit balances to be returned to consumers; however we having considered the consultation responses we decided to extend this timeframe to eight weeks.</p>	<p>Condition 38 – paragraph 13 will be updated to include the requirement as explained.</p> <p>See section 2.3 in the Authority's decision paper for further details.</p>
<p>d) The licence will be modified to require supply companies to inform consumers they are coming to the end of a fixed term contract at least 21 days but no more than 42 days before the expiry date.</p>	<p>Reason: The current licence requirements have the potential to cause additional costs for suppliers and confusion for customers. This cost and confusion can be avoided.</p> <p>Effect: This modification will minimise cost for suppliers and confusion for customers by aligning the timeframe in which customers must be notified that they are coming to the end of a fixed term contract, and notified of any other changes to their terms and conditions (including a tariff change).</p>	<p>Condition 27 – paragraph 12 (b) (i) will be updated with the replacement of 28 days with 21.</p> <p>See section 2.4 in the Authority's decision paper for further details.</p>
<p>e) The licence will be modified to include a specific reference to the Codes of Practice minimum standards.</p>	<p>Reason: Suppliers are bound to the conditions of the Codes of Practice minimum standards. These minimum standards are however not currently directly referenced in licences.</p> <p>Effect: This modification will provide maximum clarity for suppliers, new entrants and customers.</p>	<p>Condition 35 – insertion of a new paragraph 2. The remaining paragraphs will be renumbered to accommodate this insertion</p> <p>See section 2.8 in the Authority's decision</p>

		paper for further details.
f) The licence will be modified to remove duplications in the Marketing Condition.	<p>Reason: The current conditions in respect to the Marketing condition were drafted before the production of the separate Marketing Codes of Practice for domestic and business customers. The current licence condition therefore includes a number of areas of duplication and an instance of contradiction between to the two.</p> <p>Effect: This modification will remove unnecessary duplication between the Marketing Condition and Codes of Practice. It will also correct the one contradiction that currently exists between the two.</p>	<p>Condition 40 – sentence will be inserted at the end of paragraph 2. Paragraphs 3, 4 and 5 will be deleted. The definitions will also be updated.</p> <p>See section 2.9 in the Authority's decision paper for further details.</p>
g) The licence will be modified to reflect the correct references to the NIE Distribution Licence.	<p>Reason: Current licence conditions do not reflect the two separate licences held by NIE Networks – ie their distribution and transmission licences.</p> <p>Effect: These modifications will update licences to ensure they contain the correct references to the NIE Distribution licence.</p>	<p>Conditions 1, 3, 4, 5, 7, 17 and 23 will be updated to include the correct references.</p> <p>See section 2.10 in the Authority's decision paper for further details.</p>
h) The licence will be updated to ensure the correct references to legislation are used.	<p>Reason: Some pieces of legislation that are referenced the licence have been superseded.</p> <p>Effect: These modifications will update the licence to reference the most recent and up to date pieces of legislation.</p>	<p>Conditions 1, 2, 10 and 25 will be updated to include the correct legislation references.</p> <p>See section 2.11 in the Authority's decision paper for further details.</p>
i) The licence will be amended to remove redundant special conditions	<p>Reason: The relevant conditions are no longer in effect and are therefore no longer required in licences.</p> <p>Effect: There will be no material impact as a result of the removal of these conditions. It will tidy up the licences.</p>	<p>Conditions A, B, C and D</p> <p>See section 2.14 in the Authority's decision paper for further details.</p>

- 4) The Authority considers that the modifications to the licence are an appropriate course of action in order to correct inaccuracies in the licence and afford the necessary consumer protection for energy consumers.

- 5) On 5th January 2016, the Authority published a notice¹² stating that it intended to modify the licence and giving the reasons and effect of the modifications. The purpose of this notice was to bring the proposed modifications to the attention of persons likely to be affected by them, and to invite representations or objections in connection thereto. We have taken into account representations related to these modifications, made any necessary adjustments and explained the reasons for any changes to our proposals.
- 6) Each of the modifications detailed above will take effect from 1 September 2016.
- 7) The Authority has, pursuant to Article 14(8) of the Order, published this notice on its website and sent a copy of this notice to the licensee. In addition, the Authority has provided a copy of this notice to the Department for the Economy and the Consumer Council.
- 8) A copy of the modification can be obtained in hard copy from Barbara Stevenson at: Utility Regulator, Queens House, 14 Queen Street, Belfast, BT1 6ED. Email barbara.stevenson@uregni.gov.uk

Dated this 3 June 2016



Jenny Pyper
Chief Executive

For and on behalf of the Northern Ireland Authority for Utility Regulation

¹² http://www.uregni.gov.uk/uploads/publications/2016-01-05_Consultation_on_Licence_Modifications_FINAL.pdf

Article 14 Licence Modification Notice of Decision

The Northern Ireland Authority for Utility Regulation

DECISION UNDER ARTICLE 14(8) OF THE ELECTRICITY (NORTHERN IRELAND) ORDER 1992

MODIFICATION OF ESB ELECTRICITY SUPPLY LICENCE

In accordance with Article 14(2) of the Electricity (Northern Ireland) Order 1992 (“the Order”) the Northern Ireland Authority for Utility Regulation (“the Authority”) published a notice of its intention to modify the conditions of the licence.

In accordance with Article 14(5) of the Order the Authority has considered representations duly made to it.

The Authority has decided to proceed with the making of modifications of the conditions of the licence in exercise of its powers under Article 14(1) of the Order.

In accordance with Article 14(8) of the Order the Authority gives notice as follows: -

- 1) The Authority will modify the electricity supply licence (the “Licence”) held by ESB (“the Licensee”).
- 2) The licence will be amended as set out in the table below.
- 3) The modifications to the ESB licence are set out in the Authority’s decision paper entitled “Decision paper on the modifications to gas and electricity licences” published 3 June 2016.

Amendment	Reason and Effect	Licence condition affected
a) The licence will be modified to prevent prepayment meter vend blocking.	<p>Reason: This modification will increase customer protection provisions for electricity consumers. It will prevent the ‘disconnection’ of prepayment meter customers through blocking vends.</p> <p>Effect: The modification will ensure that suppliers are explicitly prohibited via their licence from blocking or preventing a customer from purchasing electricity via a prepayment meter.</p>	<p>Condition 34 – insertion of new paragraph 5. The remaining paragraphs will be renumbered to accommodate this insertion.</p> <p>See section 2.1 in the Authority’s decision paper for further details.</p>
b) The licence will be	Reason: This modification will help to afford	Condition 34 -

<p>modified to ensure that prepayment meters must not be calibrated to recover more than 40% of any outstanding charge in any single transaction as a payment of or towards that charge.</p>	<p>the necessary level of protection to prepayment meter energy customers. All debt being recovered through prepayment meters, irrespective of how it originated, should be treated and recovered in the manner intended in the Code of Practice for Payment of Bills.</p> <p>Effect: This modification will ensure that suppliers are unable to take more than 40% of a single prepayment meter transaction to cover debt. This will help to ensure the equal and fair treatment of customers in debt, irrespective of how it originated.</p>	<p>insertion of new paragraph 3 (g).</p> <p>See section 2.2 in the Authority's decision paper for further details.</p>
<p>c) The licence will be modified to require any credit balances to be passed back to consumers within eight weeks of account closure.</p>	<p>Reason: Licences do not provide adequate direction on how credit on closed accounts should be treated. This modification will provide this direction.</p> <p>Effect: This modification will ensure that after closing an account with a supplier, any refunds owed are passed back to consumers within eight weeks of account closure.</p> <p>Change from notice of proposed modifications: We had proposed to allow six weeks for the credit balances to be returned to consumers; however we having considered the consultation responses we decided to extend this timeframe to eight weeks.</p>	<p>Condition 38 – paragraph 13 will be updated to include the requirement as explained.</p> <p>See section 2.3 in the Authority's decision paper for further details.</p>
<p>d) The licence will be modified to require supply companies to inform consumers they are coming to the end of a fixed term contract at least 21 days but no more than 42 days before the expiry date.</p>	<p>Reason: The current licence requirements have the potential to cause additional costs for suppliers and confusion for customers. This cost and confusion can be avoided.</p> <p>Effect: This modification will minimise cost for suppliers and confusion for customers by aligning the timeframe in which customers must be notified that they are coming to the end of a fixed term contract, and notified of any other changes to their terms and conditions (including a tariff change).</p>	<p>Condition 27 – paragraph 12 (b) (i) will be updated with the replacement of 28 days with 21.</p> <p>See section 2.4 in the Authority's decision paper for further details.</p>
<p>e) The licence will be modified to include a specific reference to the Codes of Practice minimum standards.</p>	<p>Reason: Suppliers are bound to the conditions of the Codes of Practice minimum standards. These minimum standards are however not currently directly referenced in licences.</p> <p>Effect: This modification will provide maximum clarity for suppliers, new entrants and customers.</p>	<p>Condition 35 – insertion of a new paragraph 2. The remaining paragraphs will be renumbered to accommodate this insertion</p> <p>See section 2.8 in the Authority's decision</p>

		paper for further details.
f) The licence will be modified to remove duplications in the Marketing Condition.	<p>Reason: The current conditions in respect to the Marketing condition were drafted before the production of the separate Marketing Codes of Practice for domestic and business customers. The current licence condition therefore includes a number of areas of duplication and an instance of contradiction between to the two.</p> <p>Effect: This modification will remove unnecessary duplication between the Marketing Condition and Codes of Practice. It will also correct the one contradiction that currently exists between the two.</p>	<p>Condition 40 – sentence will be inserted at the end of paragraph 2. Paragraphs 3, 4 and 5 will be deleted. The definitions will also be updated.</p> <p>See section 2.9 in the Authority's decision paper for further details.</p>
g) The licence will be modified to reflect the correct references to the NIE Distribution Licence.	<p>Reason: Current licence conditions do not reflect the two separate licences held by NIE Networks – ie their distribution and transmission licences.</p> <p>Effect: These modifications will update licences to ensure they contain the correct references to the NIE Distribution licence.</p>	<p>Conditions 1, 3, 4, 5, 7, 17 and 23 will be updated to include the correct references.</p> <p>See section 2.10 in the Authority's decision paper for further details.</p>
h) The licence will be updated to ensure the correct references to legislation are used.	<p>Reason: Some pieces of legislation that are referenced the licence have been superseded.</p> <p>Effect: These modifications will update the licence to reference the most recent and up to date pieces of legislation.</p>	<p>Conditions 1, 2, 10 and 25 will be updated to include the correct legislation references.</p> <p>See section 2.11 in the Authority's decision paper for further details.</p>
i) The licence will be amended to remove redundant special conditions	<p>Reason: The relevant conditions are no longer in effect and are therefore no longer required in licences.</p> <p>Effect: There will be no material impact as a result of the removal of these conditions. It will tidy up the licences.</p>	<p>Conditions A, B, C and D</p> <p>See section 2.14 in the Authority's decision paper for further details.</p>

- 4) The Authority considers that the modifications to the licence are an appropriate course of action in order to correct inaccuracies in the licence and afford the necessary consumer protection for energy consumers.

- 5) On 5th January 2016, the Authority published a notice¹³ stating that it intended to modify the licence and giving the reasons and effect of the modifications. The purpose of this notice was to bring the proposed modifications to the attention of persons likely to be affected by them, and to invite representations or objections in connection thereto. We have taken into account representations related to these modifications, made any necessary adjustments and explained the reasons for any changes to our proposals.
- 6) Each of the modifications detailed above will take effect from 1 September 2016.
- 7) The Authority has, pursuant to Article 14(8) of the Order, published this notice on its website and sent a copy of this notice to the licensee. In addition, the Authority has provided a copy of this notice to the Department for the Economy and the Consumer Council.
- 8) A copy of the modification can be obtained in hard copy from Barbara Stevenson at: Utility Regulator, Queens House, 14 Queen Street, Belfast, BT1 6ED. Email barbara.stevenson@uregni.gov.uk

Dated this 3 June 2016



Jenny Pyper
Chief Executive

For and on behalf of the Northern Ireland Authority for Utility Regulation

¹³ http://www.uregni.gov.uk/uploads/publications/2016-01-05_Consultation_on_Licence_Modifications_FINAL.pdf

Article 14 Licence Modification Notice of Decision

The Northern Ireland Authority for Utility Regulation

DECISION UNDER ARTICLE 14(8) OF THE ELECTRICITY (NORTHERN IRELAND) ORDER 1992

MODIFICATION OF ENERGIA'S ELECTRICITY SUPPLY LICENCE

In accordance with Article 14(2) of the Electricity (Northern Ireland) Order 1992 ("the Order") the Northern Ireland Authority for Utility Regulation ("the Authority") published a notice of its intention to modify the conditions of the licence.

In accordance with Article 14(5) of the Order the Authority has considered representations duly made to it.

The Authority has decided to proceed with the making of modifications of the conditions of the licence in exercise of its powers under Article 14(1) of the Order.

In accordance with Article 14(8) of the Order the Authority gives notice as follows: -

- 1) The Authority will modify the electricity supply licence (the "Licence") held by Energia ("the Licensee").
- 2) The licence will be amended as set out in the table below.
- 3) The modifications to the Energia licence are set out in the Authority's decision paper entitled "Decision paper on the modifications to gas and electricity licences" published 3 June 2016.

Amendment	Reason and Effect	Licence condition affected
a) The licence will be modified to prevent prepayment meter vend blocking.	<p>Reason: This modification will increase customer protection provisions for electricity consumers. It will prevent the 'disconnection' of prepayment meter customers through blocking vends.</p> <p>Effect: The modification will ensure that suppliers are explicitly prohibited via their licence from blocking or preventing a customer from purchasing electricity via a prepayment meter.</p>	<p>Condition 34 – insertion of new paragraph 5. The remaining paragraphs will be renumbered to accommodate this insertion.</p> <p>See section 2.1 in the Authority's decision paper for further details.</p>
b) The licence will be	Reason: This modification will help to afford	Condition 34 -

<p>modified to ensure that prepayment meters must not be calibrated to recover more than 40% of any outstanding charge in any single transaction as a payment of or towards that charge.</p>	<p>the necessary level of protection to prepayment meter energy customers. All debt being recovered through prepayment meters, irrespective of how it originated, should be treated and recovered in the manner intended in the Code of Practice for Payment of Bills.</p> <p>Effect: This modification will ensure that suppliers are unable to take more than 40% of a single prepayment meter transaction to cover debt. This will help to ensure the equal and fair treatment of customers in debt, irrespective of how it originated.</p>	<p>insertion of new paragraph 3 (g).</p> <p>See section 2.2 in the Authority's decision paper for further details.</p>
<p>c) The licence will be modified to require any credit balances to be passed back to consumers within eight weeks of account closure.</p>	<p>Reason: Licences do not provide adequate direction on how credit on closed accounts should be treated. This modification will provide this direction.</p> <p>Effect: This modification will ensure that after closing an account with a supplier, any refunds owed are passed back to consumers within eight weeks of account closure.</p> <p>Change from notice of proposed modifications: We had proposed to allow six weeks for the credit balances to be returned to consumers; however we having considered the consultation responses we decided to extend this timeframe to eight weeks.</p>	<p>Condition 38 – paragraph 13 will be updated to include the requirement as explained.</p> <p>See section 2.3 in the Authority's decision paper for further details.</p>
<p>d) The licence will be modified to require supply companies to inform consumers they are coming to the end of a fixed term contract at least 21 days but no more than 42 days before the expiry date.</p>	<p>Reason: The current licence requirements have the potential to cause additional costs for suppliers and confusion for customers. This cost and confusion can be avoided.</p> <p>Effect: This modification will minimise cost for suppliers and confusion for customers by aligning the timeframe in which customers must be notified that they are coming to the end of a fixed term contract, and notified of any other changes to their terms and conditions (including a tariff change).</p>	<p>Condition 27 – paragraph 12 (b) (i) will be updated with the replacement of 28 days with 21.</p> <p>See section 2.4 in the Authority's decision paper for further details.</p>
<p>e) The licence will be modified to include a specific reference to the Codes of Practice minimum standards.</p>	<p>Reason: Suppliers are bound to the conditions of the Codes of Practice minimum standards. These minimum standards are however not currently directly referenced in licences.</p> <p>Effect: This modification will provide maximum clarity for suppliers, new entrants and customers.</p>	<p>Condition 35 – insertion of a new paragraph 2. The remaining paragraphs will be renumbered to accommodate this insertion</p> <p>See section 2.8 in the Authority's decision</p>

		paper for further details.
f) The licence will be modified to remove duplications in the Marketing Condition.	<p>Reason: The current conditions in respect to the Marketing condition were drafted before the production of the separate Marketing Codes of Practice for domestic and business customers. The current licence condition therefore includes a number of areas of duplication and an instance of contradiction between to the two.</p> <p>Effect: This modification will remove unnecessary duplication between the Marketing Condition and Codes of Practice. It will also correct the one contradiction that currently exists between the two.</p>	<p>Condition 40 – sentence will be inserted at the end of paragraph 2. Paragraphs 3, 4 and 5 will be deleted. The definitions will also be updated.</p> <p>See section 2.9 in the Authority's decision paper for further details.</p>
g) The licence will be modified to reflect the correct references to the NIE Distribution Licence.	<p>Reason: Current licence conditions do not reflect the two separate licences held by NIE Networks – ie their distribution and transmission licences.</p> <p>Effect: These modifications will update licences to ensure they contain the correct references to the NIE Distribution licence.</p>	<p>Conditions 1, 3, 4, 5, 7, 17 and 23 will be updated to include the correct references.</p> <p>See section 2.10 in the Authority's decision paper for further details.</p>
h) The licence will be updated to ensure the correct references to legislation are used.	<p>Reason: Some pieces of legislation that are referenced the licence have been superseded.</p> <p>Effect: These modifications will update the licence to reference the most recent and up to date pieces of legislation.</p>	<p>Conditions 1, 2, 10 and 25 will be updated to include the correct legislation references.</p> <p>See section 2.11 in the Authority's decision paper for further details.</p>
i) The licence will be amended to remove redundant special conditions	<p>Reason: The relevant conditions are no longer in effect and are therefore no longer required in licences.</p> <p>Effect: There will be no material impact as a result of the removal of these conditions. It will tidy up the licences.</p>	<p>Conditions A, B, C and D</p> <p>See section 2.14 in the Authority's decision paper for further details.</p>

- 4) The Authority considers that the modifications to the licence are an appropriate course of action in order to correct inaccuracies in the licence and afford the necessary consumer protection for energy consumers.

- 5) On 5th January 2016, the Authority published a notice¹⁴ stating that it intended to modify the licence and giving the reasons and effect of the modifications. The purpose of this notice was to bring the proposed modifications to the attention of persons likely to be affected by them, and to invite representations or objections in connection thereto. We have taken into account representations related to these modifications, made any necessary adjustments and explained the reasons for any changes to our proposals.
- 6) Each of the modifications detailed above will take effect from 1 September 2016.
- 7) The Authority has, pursuant to Article 14(8) of the Order, published this notice on its website and sent a copy of this notice to the licensee. In addition, the Authority has provided a copy of this notice to the Department for the Economy and the Consumer Council.
- 8) A copy of the modification can be obtained in hard copy from Barbara Stevenson at: Utility Regulator, Queens House, 14 Queen Street, Belfast, BT1 6ED. Email barbara.stevenson@uregni.gov.uk

Dated this 3 June 2016



Jenny Pyper
Chief Executive

For and on behalf of the Northern Ireland Authority for Utility Regulation

¹⁴ http://www.uregni.gov.uk/uploads/publications/2016-01-05_Consultation_on_Licence_Modifications_FINAL.pdf

Article 14 Licence Modification Notice of Decision

The Northern Ireland Authority for Utility Regulation

DECISION UNDER ARTICLE 14(8) OF THE ELECTRICITY (NORTHERN IRELAND) ORDER 1992

MODIFICATION OF SSE AIRTRICITY ENERGY SUPPLY LIMITED'S ELECTRICITY SUPPLY LICENCE

In accordance with Article 14(2) of the Electricity (Northern Ireland) Order 1992 ("the Order") the Northern Ireland Authority for Utility Regulation ("the Authority") published a notice of its intention to modify the conditions of the licence.

In accordance with Article 14(5) of the Order the Authority has considered representations duly made to it.

The Authority has decided to proceed with the making of modifications of the conditions of the licence in exercise of its powers under Article 14(1) of the Order.

In accordance with Article 14(8) of the Order the Authority gives notice as follows: -

- 1) The Authority will modify the electricity supply licence (the "Licence") held by SSE Airtricity Energy Supply ("the Licensee").
- 2) The licence will be amended as set out in the table below.
- 3) The modifications to the SSE Airtricity Energy Supply licence are set out in the Authority's decision paper entitled "Decision paper on the modifications to gas and electricity licences" published 3 June 2016.

Amendment	Reason and Effect	Licence condition affected
a) The licence will be modified to prevent prepayment meter vend blocking.	<p>Reason: This modification will increase customer protection provisions for electricity consumers. It will prevent the 'disconnection' of prepayment meter customers through blocking vends.</p> <p>Effect: The modification will ensure that suppliers are explicitly prohibited via their licence from blocking or preventing a customer from purchasing electricity via a prepayment meter.</p>	<p>Condition 34 – insertion of new paragraph 5. The remaining paragraphs will be renumbered to accommodate this insertion.</p> <p>See section 2.1 in the Authority's decision paper for further details.</p>

<p>b) The licence will be modified to ensure that prepayment meters must not be calibrated to recover more than 40% of any outstanding charge in any single transaction as a payment of or towards that charge.</p>	<p>Reason: This modification will help to afford the necessary level of protection to prepayment meter energy customers. All debt being recovered through prepayment meters, irrespective of how it originated, should be treated and recovered in the manner intended in the Code of Practice for Payment of Bills.</p> <p>Effect: This modification will ensure that suppliers are unable to take more than 40% of a single prepayment meter transaction to cover debt. This will help to ensure the equal and fair treatment of customers in debt, irrespective of how it originated.</p>	<p>Condition 34 - insertion of new paragraph 3 (g).</p> <p>See section 2.2 in the Authority's decision paper for further details.</p>
<p>c) The licence will be modified to require any credit balances to be passed back to consumers within eight weeks of account closure.</p>	<p>Reason: Licences do not provide adequate direction on how credit on closed accounts should be treated. This modification will provide this direction.</p> <p>Effect: This modification will ensure that after closing an account with a supplier, any refunds owed are passed back to consumers within eight weeks of account closure.</p> <p>Change from notice of proposed modifications: We had proposed to allow six weeks for the credit balances to be returned to consumers; however we having considered the consultation responses we decided to extend this timeframe to eight weeks.</p>	<p>Condition 38 – paragraph 13 will be updated to include the requirement as explained.</p> <p>See section 2.3 in the Authority's decision paper for further details.</p>
<p>d) The licence will be modified to require supply companies to inform consumers they are coming to the end of a fixed term contract at least 21 days but no more than 42 days before the expiry date.</p>	<p>Reason: The current licence requirements have the potential to cause additional costs for suppliers and confusion for customers. This cost and confusion can be avoided.</p> <p>Effect: This modification will minimise cost for suppliers and confusion for customers by aligning the timeframe in which customers must be notified that they are coming to the end of a fixed term contract, and notified of any other changes to their terms and conditions (including a tariff change).</p>	<p>Condition 27 – paragraph 12 (b) (i) will be updated with the replacement of 28 days with 21.</p> <p>See section 2.4 in the Authority's decision paper for further details.</p>
<p>e) The licence will be modified to include a specific reference to the Codes of Practice minimum standards.</p>	<p>Reason: Suppliers are bound to the conditions of the Codes of Practice minimum standards. These minimum standards are however not currently directly referenced in licences.</p> <p>Effect: This modification will provide maximum clarity for suppliers, new entrants and customers.</p>	<p>Condition 35 – insertion of a new paragraph 2. The remaining paragraphs will be renumbered to accommodate this insertion</p> <p>See section 2.8 in the</p>

		Authority's decision paper for further details.
f) The licence will be modified to remove duplications in the Marketing Condition.	<p>Reason: The current conditions in respect to the Marketing condition were drafted before the production of the separate Marketing Codes of Practice for domestic and business customers. The current licence condition therefore includes a number of areas of duplication and an instance of contradiction between to the two.</p> <p>Effect: This modification will remove unnecessary duplication between the Marketing Condition and Codes of Practice. It will also correct the one contradiction that currently exists between the two.</p>	<p>Condition 40 – sentence will be inserted at the end of paragraph 2. Paragraphs 3, 4 and 5 will be deleted. The definitions will also be updated.</p> <p>See section 2.9 in the Authority's decision paper for further details.</p>
g) The licence will be modified to reflect the correct references to the NIE Distribution Licence.	<p>Reason: Current licence conditions do not reflect the two separate licences held by NIE Networks – ie their distribution and transmission licences.</p> <p>Effect: These modifications will update licences to ensure they contain the correct references to the NIE Distribution licence.</p>	<p>Conditions 1, 3, 4, 5, 7, 17 and 23 will be updated to include the correct references.</p> <p>See section 2.10 in the Authority's decision paper for further details.</p>
h) The licence will be updated to ensure the correct references to legislation are used.	<p>Reason: Some pieces of legislation that are referenced the licence have been superseded.</p> <p>Effect: These modifications will update the licence to reference the most recent and up to date pieces of legislation.</p>	<p>Conditions 1, 2, 10 and 25 will be updated to include the correct legislation references.</p> <p>See section 2.11 in the Authority's decision paper for further details.</p>
i) The licence will be amended to remove redundant special conditions	<p>Reason: The relevant conditions are no longer in effect and are therefore no longer required in licences.</p> <p>Effect: There will be no material impact as a result of the removal of these conditions. It will tidy up the licences.</p>	<p>Conditions A, B, C and D</p> <p>See section 2.14 in the Authority's decision paper for further details.</p>

- 4) The Authority considers that the modifications to the licence are an appropriate course of action in order to correct inaccuracies in the licence and afford the necessary consumer protection for energy consumers.

- 5) On 5th January 2016, the Authority published a notice¹⁵ stating that it intended to modify the licence and giving the reasons and effect of the modifications. The purpose of this notice was to bring the proposed modifications to the attention of persons likely to be affected by them, and to invite representations or objections in connection thereto. We have taken into account representations related to these modifications, made any necessary adjustments and explained the reasons for any changes to our proposals.
- 6) Each of the modifications detailed above will take effect from 1 September 2016.
- 7) The Authority has, pursuant to Article 14(8) of the Order, published this notice on its website and sent a copy of this notice to the licensee. In addition, the Authority has provided a copy of this notice to the Department for the Economy and the Consumer Council.
- 8) A copy of the modification can be obtained in hard copy from Barbara Stevenson at: Utility Regulator, Queens House, 14 Queen Street, Belfast, BT1 6ED. Email barbara.stevenson@uregni.gov.uk

Dated this 3 June 2016



Jenny Pyper
Chief Executive

For and on behalf of the Northern Ireland Authority for Utility Regulation

¹⁵ http://www.uregni.gov.uk/uploads/publications/2016-01-05_Consultation_on_Licence_Modifications_FINAL.pdf

Article 14 Licence Modification Notice of Decision

The Northern Ireland Authority for Utility Regulation

DECISION UNDER ARTICLE 14(8) OF THE ELECTRICITY (NORTHERN IRELAND) ORDER 1992

MODIFICATION OF NIE NETWORKS DISTRIBUTION LICENCE

In accordance with Article 14(2) of the Electricity (Northern Ireland) Order 1992 (“the Order”) the Northern Ireland Authority for Utility Regulation (“the Authority”) published a notice of its intention to modify the conditions of the licence.

In accordance with Article 14(5) of the Order the Authority has considered representations duly made to it.

The Authority has decided to proceed with the making of modifications of the conditions of the licence in exercise of its powers under Article 14(1) of the Order.

In accordance with Article 14(8) of the Order the Authority gives notice as follows: -

- 1) The Authority will modify the electricity distribution licence (the “Licence”) held by NIE Networks (“the Licensee”).
- 2) The licence will be amended as set out in the table below.
- 3) The modifications to the NIE Networks licence are set out in the Authority’s decision paper entitled “Decision paper on the modifications to gas and electricity licences” published 3 June 2016.

Amendment	Reason and Effect	Licence condition effected
a) The licence will be modified to align the provision of switching information by distribution companies with the timetables outlined in REMM.	<p>Reason: This modification will align the provision of switching information by distribution companies with the timetables outlined in REMM.</p> <p>Effect: The modification will require the distribution company to submit switching information no later than one month after the end of each quarter.</p>	<p>Condition 44 – Paragraph 2 will be amended from fourteen days to one month.</p> <p>See section 2.7 in the Authority’s decision paper for further details.</p>

- 4) The Authority considers that the modifications to the licence are an appropriate course of action in order to correct inaccuracies in the licence and afford the necessary consumer protection for energy consumers.
- 5) On 5th January 2016, the Authority published a notice¹⁶ stating that it intended to modify the licence and giving the reasons and effect of the modifications. The purpose of this notice was to bring the proposed modifications to the attention of persons likely to be affected by them, and to invite representations or objections in connection thereto. We have taken into account representations related to these modifications, made any necessary adjustments and explained the reasons for any changes to our proposals.
- 6) Each of the modifications detailed above will take effect from 1 September 2016.
- 7) The Authority has, pursuant to Article 14(8) of the Order, published this notice on its website and sent a copy of this notice to the licensee. In addition, the Authority has provided a copy of this notice to the Department for the Economy and the Consumer Council.
- 8) A copy of the modification can be obtained in hard copy from Barbara Stevenson at: Utility Regulator, Queens House, 14 Queen Street, Belfast, BT1 6ED. Email barbara.stevenson@uregni.gov.uk

Dated this 3 June 2016



Jenny Pyper
Chief Executive

For and on behalf of the Northern Ireland Authority for Utility Regulation

¹⁶ http://www.uregni.gov.uk/uploads/publications/2016-01-05_Consultation_on_Licence_Modifications_FINAL.pdf