

## **NI Electricity Domestic Market – six-month review**

### **Updated Work Programme – 12 November 2010**

Following domestic market opening in June 2010, the Utility Regulator (UR) committed to performing a six-month review of development of competition in the market. This review is not supplier specific, but as there are currently a small number of players there may be some aspects of the review that are only applicable to the active suppliers. The review will cover all aspects of the domestic market within the current regulatory framework.

We are taking a comprehensive approach and the review will be a fluid process - the scope of the work programme may change during the review as issues emerge. **Also we expect that the policy decisions that come out of the review, will in most cases, be applicable to both electricity and gas.**

#### **Timing:**

The review will begin with the first information request sent out to relevant suppliers in November, with the aim of the review completing by the end of February/March 2011.

#### **Items to review:**

	<b>Item</b>	<b>Objective</b>
<b>1</b>	Supplier prepayment functionality	We will review compliance with all supplier obligations to provide prepayment functionality for domestic customers. This will include a review of the prepayment Code of Practice
<b>2 (a)</b>	<b>Tariff differentials (between payment methods)</b>	<b>To review compliance with the licence conditions, to ensure cost reflectivity of tariffs</b>
<b>2 (b)</b>	<b>Tariff differentials (within payment methods)</b>	<b>To review compliance with the licence conditions, to ensure cost reflectivity of tariffs</b>
<b>3</b>	<b>Review of licence</b>	<b>To ascertain if licence as it stands means that tariffs have to be offered to all customers, not just certain segments of customers</b>
<b>4</b>	<b>Review of payment</b>	<b>To ensure compliance with the licence condition that</b>

	<b>Item</b>	<b>Objective</b>
	terms for non direct debit customers (requirement for security deposit)	states that any security deposit charged should be 'reasonable'
<b>5</b>	Bills	Review of bill layout to ensure clarity
<b>6</b>	Customers Terms and Conditions	To ensure these comply with the relevant licence obligations
<b>7</b>	Marketing & Customer acquisition programme	To review the marketing and customer acquisition programme to ensure they are licence compliant
<b>8</b>	Codes of Practice (current)	CCNI review of supplier Codes of Practice following six month market experience
<b>9</b>	Resolution of market issues to date	To review the status of any market issues that have occurred since market opening, and appropriate industry solutions
<b>10</b>	Switching capacity apportionment	To review the appropriateness of the current capacity and generate a solution to apportion the capacity available among active suppliers
<b>11</b>	'Retailer Code of Practice for Dealing with Customers with Debt wishing to switch supplier'	To ensure suppliers are fulfilling their requirements under this code, and also ensure any relevant Codes of Practice are consistent with this code
<b>12</b>	Any other issues	Any other issues that may emerge during the review

## Outputs

At the end of the review in February/March 2011 we will publish a position paper on the outcome of the review and UR policy. At this point we will also consider areas for further work/review going forward.