**Schedule 20**

**Supplier of Last Resort**

**Schedule for**

**Dealing with Vulnerable Customer Information in the event of a Last Resort Supply Direction**

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# Background and Definitions

Under Section 2.11.5(a) of their Supply Licence, Gas Suppliers are required to establish and maintain a register which lists all of the Licensee’s domestic Consumers who are of pensionable age, disabled or chronically sick and have asked to be included in the register. Under Section 2.11.5(d) of the Supply License, Gas Suppliers are required provide the information which they hold on this Vulnerable Customer register to the Network Operator in an appropriate form and at appropriate intervals.

In the event of a Last Resort Supply Direction a Supplier of Last Resort may be appointed by the Authority.

If a Last Resort Supply Direction is issued, the Network Operator may pass the information held on the Defaulting Supplier’s Vulnerable Customer register to the Supplier of Last Resort.

This schedule aims to provide a consistent, transparent and non-discriminatory framework to facilitate the passing of Vulnerable Customer information in the event of a Last Resort Supply Direction being called. The schedule also details the clause which must be included in all supplier Terms and Conditions for domestic consumers to support this.

In this schedule, unless the context otherwise requires the following capitalised words and phrases have the following meaning:

**“Authority”** means the Northern Ireland Authority for Utility Regulation;

**“Consumer”** means any person supplied or requiring to be supplied with gas by the Licensee (including any affiliate or related undertaking of the Licensee), or where the context requires, by any other gas supplier, at any premises in Northern Ireland;

**“Defaulting Supplier”** means the Gas Supplier who has lost their supply licence due to the effects of the Last Resort Supply Direction;

**“Last Resort Supply Direction”** means a direction given by the Authority to the Licensee that specifies or describes the premises to be supplied with gas in accordance with Article 24A of the Gas Order;

**“Licensee”** means the person referred to as such in the Grant, and/or any person to whom the licence is subsequently assigned in accordance with the Order, the Energy Order or the licence;

**“Supplier of Last Resort”** means the Gas Supplier appointed by the Authority in the event of a Last Resort Supply Direction;

**“Vulnerable Customer”** means a customer who has registered with their supplier as a customer of pensionable age, disabled or chronically sick in line with Condition 2.11 of the Supply Licence.

# Wording of Clause

All suppliers must include the following clause in their Terms and Conditions for all domestic customers to support the Network Operator passing the information held on their Vulnerable Customer register to a Supplier of Last Resort in the event of a Last Resort Supply Direction.

“In line with our licence requirements, we share data held in relation to you and your account with the Network Operator. This includes data on registered vulnerable customers, to ensure they are provided with the additional services provided by the Network Operator. In the event that we are unable to provide you with a gas supply, the Network Operator may forward all data they hold to the Supplier of Last Resort appointed by the Utility Regulator.”