**Schedule 6**

**SMP Objection Code for Domestic Consumers**

**25 February 2019**

The Existing Registered User shall not be permitted to prevent the transfer of any domestic customer to a Proposing User, other than in the following circumstances:

1. The Proposing User has agreed with the Existing Registered User that the SMP Confirmation has been initiated in error;
2. The customer states not to have entered into a contract[[1]](#footnote-1) with the Proposing User and has requested the Existing Registered User not to proceed with a supply transfer;
3. The customer is bound by the provisions of a gas supply with the Existing Registered User and this contract will neither expire nor terminate on or before the Supply Meter Point Registration Date[[2]](#footnote-2);
4. The Existing Registered User has evidence which supports the reasonable suspicion that meter tampering or fraud in respect of the supply of natural gas has occurred at the property;
5. The property has been disconnected at the request of the Existing Registered User;
6. The meter serial number or module number the Existing Registered User has recorded for the property does not agree with the meter serial number or module number as advised by the Network Operator;
7. The customer was involved in a Supplier of Last Resort (SoLR) event[[3]](#footnote-3) and the Existing Registered User is the SoLR Supplier. Where this is the case, the SoLR Supplier will only be permitted to object to the transfer of the customer if:
8. the customer was transferred to the SoLR Supplier as a result of the direction under the Gas (Supplier of Last Resort) Regulations 2009; and
9. the SMP Confirmation date is within 90 days of the SoLR event being initiated; and
10. the SMP Confirmation was not in progress when the Existing Registered User was appointed the SoLR Supplier.

The SoLR Supplier must refer to section 2.1 to 2.3 in Annex 5 of the Retail Market Procedure for Supplier of Last Resort Events in the Northern Ireland Gas Industry for further detail.

1. The supplier is not expected to have a signed contract with every customer [↑](#footnote-ref-1)
2. For domestic new connections, or customers with PAYG and quantum meters wishing to switch supplier, an objection may not be raised as ‘bound by the provision of a gas supply contract’ if the name of the customer does not match the information held by the Existing Registered User. [↑](#footnote-ref-2)
3. A SoLR event occurs where the Utility Regulator revokes a gas supplier’s licence and gives a direction to another supplier to become the SoLR Supplier pursuant to the [Gas (Supplier of Last Resort) Regulations (Northern Ireland) 2009](http://www.legislation.gov.uk/nisr/2009/412/made/data.pdf). [↑](#footnote-ref-3)