

## NOTICE

### UR Investigation Initiation: SSE Airtricity Gas Supply (Northern Ireland) Limited

The Utility Regulator ('UR') has opened an investigation into whether SSE Airtricity Gas Supply (Northern Ireland) Ltd has (i) complied with the following conditions and requirements of its licence to supply gas: 1.3, 2.13 (when read with Conditions 2.8, 2.9 and 2.12), 2.15, 2.18, 2.19, 2.21 and 2.25 and (ii) failed to achieve standards of performance prescribed under section 1 of the Energy Act (NI) 2011 (see: The Gas (Individual Standards of Performance) Regulations (NI) 2014).

(i) A summary of the licence conditions, as stated above, is provided in the table below:

<b>Condition number</b>	<b>Condition title</b>	<b>Summary of Condition</b>
1.3	Provision of Information to the Authority	This condition relates to the supplier's obligation to provide information to the Utility Regulator.
2.8	Code of Practice on Complaints Handling Procedure	This condition relates to the supplier's code of practice on its Complaints Handling Procedure, which contains information for customers on its process for handling complaints.
2.9	Code of Practice on Services for Prepayment Meter Customers	This condition relates to the supplier's code of practice for Prepayment Meter Customers, which contains arrangements for domestic customers with this meter type.
2.12	Code of Practice on Payment of Bills	This condition relates to the supplier's code of practice on the payment of bills, which provides information for domestic customers who may have difficulty paying their bills.
2.13	Preparation, Revision Of and Compliance with Codes of Practice	This condition relates to the minimum requirements established for all suppliers' Codes of Practice and the requirement for the supplier to comply with its codes of practice approved by the Utility Regulator.
2.15	Standards of Performance	This condition relates to the supplier's obligations under its established service standards.
2.18	Terms and Conditions of Gas Supply Contracts	This condition relates to the requirements of gas supply contracts.
2.19	Provision of Information to Consumers	This condition relates to the supplier's obligations for communicating with customers, including the information required on customer bills.

2.21	Marketing of Gas	This condition relates to the supplier's marketing of gas to customers.
2.25	Reading, Inspection and Testing and Meters	This condition relates to the supplier's obligation to regularly read, undertake security inspections on and test customer meters.

(ii) Standards of Performance:

The standards of performance prescribed under section 1 of the Energy Act (NI) 2011 (see: The Gas (Individual Standards of Performance) Regulations (NI) 2014) are standards of performance required of gas conveyors and gas suppliers in their interaction with customers. These standards of performance include provision for the payment of prescribed sums in certain circumstances.

**Please Note:** The opening of this investigation does not imply that any findings of non-compliance have been made.