

NOTICE

UR Investigation Initiation: SSE Airtricity Energy Supply (NI) Limited

The Utility Regulator ('UR') has opened an investigation into whether SSE Airtricity Energy Supply (NI) Ltd has complied with the following conditions of its Electricity Supply Licence: 4, 10, 26, 27, 30, 31, 32, 33, 34, 35, 36, 38, 39, 40, 41 and 43.

A summary of these conditions is provided in the table below:

Condition number	Condition title	Summary of Condition
4	The Market Registration Framework Agreement	This condition relates to the rules and procedures, applicable to all suppliers, when switching customers.
10	Provision of Information to the Authority	This condition relates to the supplier's obligation to provide information to the Utility Regulator.
26	Duty to Offer Terms	This condition relates to the supplier's duty to offer contract terms to domestic customers.
27	Terms and Conditions of Electricity Supply Contracts	This condition relates to requirements of electricity supply contracts.
30	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.
31	Code of Practice on Provision of Services for persons who are of Pensionable Age or Disabled or Chronically Sick	This condition relates to the supplier's code of practice on the provision of services for persons who are of Pensionable Age or Disabled or Chronically Sick, which provides information for these domestic customers and those otherwise considered vulnerable.
32	Code of Practice on the efficient use of electricity	This condition relates to the supplier's code of practice on the efficient use of electricity, which provides information on energy efficiency.
33	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.
34	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.
35	Preparation, Revision Of and Compliance with Codes of Practice	This condition relates to the minimum requirements for all suppliers' Codes of Practice and the requirement for the supplier to

		comply with its codes of practice approved by the Utility Regulator.
36	Report on Performance	This condition relates to the supplier's reporting of information to the UR on the arrangements of its Codes of Practice.
38	Provision of Information to Customers	This condition relates to the supplier's obligations for communicating with customers, including the information required on customer bills.
39	Security and Safety of Supplies	This condition relates to the provision of details for the enquiry service established to receive reports from and provide information to customers regarding the security, availability and quality of electricity supply.
40	Marketing of Electricity	This condition relates to the supplier's marketing of electricity to customers.
41	Fuel Mix Disclosure	This condition relates to the publication of information on the composition of the supplier's fuel mix.
43	Facilitating Supplier Transfers	This condition relates to the supplier systems needed to facilitate the switching of customers.

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