

Gas Supply Electricity Shipper SLC Supply SLC SLC				Cornwall Supply Activities Reference	How Compliance Achieved	Nature of Reporting	SLT Area	Responsible SLT Member	Primary Responsible Post for Compliance	Post Holder	Secondary Responsible Posts for Compliance		Post Holder(s)	
Group Section														Narrative
SECTION A: STANDARD CONDITIONS FOR ALL SUPPLIERS														
General Arrangements														
	4	4		Licensee's payments to Authority - the Gas and Electricity Markets Authority		Timely Payment	None	Finance Director	Scott Dale	Finance Manager - Accounting & Treasury	Miranda Joseph			
	5	5		Provision of Information to Authority and Data Retention - this sets out that we have to provide information when requested on a timely basis and that we need to maintain a 5 year retention of relevant documents and data		Timely Reporting and Access to Historic Data	Not Applicable	Finance Director	Scott Dale	Regulation & Compliance Manager	Faye Widdowson			
	6	6		Classification of premises - provides how Domestic, Non-Domestic, Green Deal and Multi-Site premises are defined		Correct differentiation in Sales and Acquisition Processes	None	Director of Sales and Marketing	Alex Wellbourne (Acting)	Direct and Domestic Sales Channel Manager	Nick Lailey			
Continuity of supply														
	7	7		Terms of Contracts and Deemed Contracts - Guidance on Termination and also on Deemed Contract Terms not being Onerous	T's & C's	Compliant T's & C's	None	Director of Sales and Marketing	Alex Wellbourne (Acting)	Dialler and Retention Sales Channel Manager	Sam Edwards			
	7A	7A		Supply to Micro Business Consumers - Provides the setps to Identify Micro Business customers and how they should be treated when in contract.	T's & C's, Contract Provisions (Non Domestic), Required Services (Non Domestic)	Compliant T's & C's, Compliant Fulfillment	None	Director of Sales and Marketing	Alex Wellbourne (Acting)	Direct and Domestic Sales Channel Manager	Nick Lailey	Regulation & Compliance Manager	Faye Widdowson	
	7B	7B		Customer Objective and Standards of Conduct for non-domestic supply activities - relates to Micro Business customers in particular and references our need to produce a Treating Customers Fairly Statement	Standards of Conduct (Non Domestic), Required Services (Non Domestic)	Compliant Actions	Some Reporting on specific areas	Finance Director	Scott Dale	Regulation & Compliance Manager	Faye Widdowson	All	All	
		7C		Restriction on Supplying Green Deal Premises - communicating to the customer that we cannot supply Green Deal Premises whilst we are a Non Green Deal Licencee.		Compliant Process	None	Director of Sales and Marketing	Alex Wellbourne (Acting)	Direct and Domestic Sales Channel Manager	Nick Lailey			
	8	8		Obligations under Last Resort Supply Direction - provides direction as to how we take on customers from another supplier if they have their licence revoked	T's & C's	Compliant T's & C's, Compliant Process, Compliance with OFGEM instructions	None	Finance Director	Scott Dale	Regulation & Compliance Manager	Faye Widdowson	Direct and Domestic Sales Channel Manager	Nick Lailey	
	9	9		Claims for Last Resort Supply Payment - provides guidance in how we recover additional costs as a result of the Last Resort Supply Direction		Timely submission of claim	None	Finance Director	Scott Dale	Finance Manager - Accounting & Treasury	Miranda Joseph			
	10	10		Restriction or revocation of licence - instructions that we would have to follow if we asked for a restriction on our licence		Compliance with OFGEM Instructions	None	Finance Director	Scott Dale	Regulation & Compliance Manager	Faye Widdowson			
Industry activities and procedures														
		11		Compliance with codes - covers the requirement to be compliant with Industry Codes and to be a party to them if required (i.e. - Master Registration Agreement)		Adoption of Compliant Processes	None	Managing Director (Operations)	Ben Jones	Head Portfolio Reconciliation and Settlements	Alex Garcia	Regulation & Compliance Manager	Faye Widdowson	
		11A		Security Arrangements (Fuel Security Code) - DECC has a number of ways to help minimise the impact of an electricity or gas supply emergency, this condition makes us party to those arrangements.		Compliance with OFGEM Instructions	None	Finance Director	Scott Dale	Regulation & Compliance Manager	Faye Widdowson	Head Portfolio Reconciliation and Settlements	Alex Garcia	
	12	12		Matters relating to Gas and Electricity Meters - Covers the need to prevent theft, together with how use, fit and support all forms of Metering including Advanced and Prepayment Meters	Meter Inspection	Adoption of Compliant Processes	None	Managing Director (Operations)	Ben Jones	Head Portfolio Reconciliation and Settlements	Alex Garcia	Theft - Head of Debt, Credit and Front Office/ All other areas - Head of Operations	Paul Stretton / Alan Parkin	
	12A	12A		Matters relating to Theft of Gas and Theft of Electricity - Covers how we Detect, Investigate and Prevent Theft of Gas and Electricity	Meter Inspection	Adoption of Compliant Processes	None	Managing Director (Operations)	Ben Jones	Head of Debt, Credit and Front Office	Paul Stretton	Head Portfolio Reconciliation and Settlements	Alex Garcia	

	13	13		Arrangements for site access - Covers who we may send to customer premises, that they need to have appropriate skills and how we deal with matters such as Customer Passwords. Also covers publication of how we achieve compliance with our duties.	Information to be Published	Publication of Appropriate Documentation / Adoption of Compliant Processes	None	Managing Director (Operations)	Ben Jones	Head Portfolio Reconciliation and Settlements	Alex Garcia	Head of Operations Development / Head of Operations	Martyn Palmer / Alan Parkin
	14	14		Customer Transfer Blocking - the rules around how we may object to a customer transferring to another supplier and what needs to be in place to allow this to happen	Objections, Customer Transfer Blocking	Adoption of Compliant Processes	None	Director of Sales and Marketing	Alex Wellbourne (Acting)	Sales Support Manager	Ian Marston		
	14A	14A		Customer transfer - the rules around customer transfer, including the need to complete this in 21 days unless specific situations apply. It also covers how prepayment debt may be transferred.	Transfer Process	Adoption of Compliant Processes	None	Director of Sales and Marketing	Alex Wellbourne (Acting)	Sales Support Manager	Ian Marston		
		15		Assistance for areas with high distribution costs scheme: payments to System Operator		Timely Payment	None	Finance Director	Scott Dale	Finance Manager - Accounting & Treasury	Miranda Joseph		
	16			Security and emergency arrangements - how we deal with request to avoid damage to life and property, as well as the safety of the pipeline system. This includes how we communicate those arrangements to customers.		Adoption of Compliant Processes, Compliant T's and C's	None	Managing Director (Operations)	Ben Jones	Head Portfolio Reconciliation and Settlements	Alex Garcia	Regulation & Compliance Manager	Faye Widdowson
	17			Mandatory exchange of information - covers how we supply information to help a gas transporter plan operation of it's pipeline system, but also covers how we deal with gas being illegally taken.		Adoption of Compliant Processes	None	Managing Director (Operations)	Ben Jones	Head Portfolio Reconciliation and Settlements	Alex Garcia		
	18			Undertakings to Relevant Gas Transporters - deal with the situation where we have discontinuity of Gas Shippers to ensure that the Gas Transporter gets paid.		Adoption of Compliant Processes	None	Managing Director (Operations)	Ben Jones	Head Portfolio Reconciliation and Settlements	Alex Garcia		
	19			Payments to Customers - how we deal with payments that are made to us by a Gas Transporter which we are required to pass on to a customer		Adoption of Compliant Processes	None	Managing Director (Operations)	Ben Jones	Head of Operations	Alan Parkin		
	19A	19A		Financial information reporting						Not Applicable - No Generation Interests in UK			
	19B	19B		Prohibition of cross-subsidies						Not Applicable - No Distribution Interests in UK			
	19C			Green Deal Arrangements - Specific provision where a customer has Green Deal Gas Savings, not applicable to us whilst we have a Non Green Deal Supply Licence						Not Applicable			
	19D			DSR Payments - how we deal with payments to customers for Demand Side Response in Gas, which is likely to have arisen due to a Gas Deficit Emergency.		Adoption of Compliant Processes / Timely Payment to Customer	None	Director of Sales and Marketing	Alex Wellbourne (Acting)	Direct and Domestic Sales Channel Manager	Nick Lailey	Regulation & Compliance Manager	Faye Widdowson

**Information for all Customers**

	20			Safety of gas supplies, Meter Point Reference Number and dispute settlement - Covers how we tell our customers that they should report and escape of gas or a suspected escape of gas, that we should inform them of their MPRN and additionally that we tell them what the dispute process is with us.	Billing, Information that must be on bills	Adoption of Appropriate Fulfillment	None	Managing Director (Operations)	Ben Jones	Head of Operations	Alan Parkin		
		20		Enquiry service, Supply Number and dispute settlement - Covers how we inform the customers of the Distribution Company Enquiry Service, that we should inform them of their Supply Number and additionally that we tell them what the dispute process is with us	Billing, Information that must be on bills	Adoption of Appropriate Fulfillment	None	Managing Director (Operations)	Ben Jones	Head of Operations	Alan Parkin		
		21		Fuel Mix disclosure arrangements - how we calculate and communicate our Energy Source:	Information to be Published, Billing	Adoption of Appropriate Fulfillment (including Web) / Adoption of Compliant Process	None	Finance Director	Scott Dale	Finance Manager - Business Analysis & Trading	Baljit Kalsi	Regulation & Compliance Manager	Faye Widdowson
	21A	21A		Provision of the annual statement of supply to Participants of the Carbon Reduction Commitment (CRC) Energy Efficiency Scheme - what we must do each year to provide participants with the information they require.		Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head of Operations	Alan Parkin		

	21B	21B		Billing based on meter readings - how we make use of readings we obtain through Agents or Customers and how we work with Customers if we disagree with the reads they provide.	Billing, Billing based on meter reads	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head of Operations	Alan Parkin		
		21C		Declaration of a Licensee's FIT status - if we change status to a Mandatory or a Voluntary FIT licensee we must tell the customer.	Policy Obligation	Compliance with OFGEM Instructions	None	Finance Director	Scott Dale	Regulation & Compliance Manager	Faye Widdowson		
		21D		Tariffs with Environmental Claims - what we would need to do if we offered a tariff which made environmental claims based on the benefit gained through a supply of renewable generation	Tariff Structure	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Director of Sales and Marketing	Alex Wellbourne (Acting)	Direct and Domestic Sales Channel Manager	Nick Lailey	Regulation & Compliance Manager	Faye Widdowson

#### SECTION B: STANDARD CONDITIONS FOR DOMESTIC SUPPLIERS

##### Regulation of Domestic Supply Contracts

	22	22		Duty to offer and supply under Domestic Supply Contract - deals with how we do this, what the few exceptions are and the need to share consumption information when the Customer asks us to do so.	T's & C's, Change of Supplier, Billing based on meter reads	Adoption of Compliant Process	None	Director of Sales and Marketing	Alex Wellbourne (Acting)	Direct and Domestic Sales Channel Manager	Nick Lailey		
	22A	22A		Unit Rate and Standing Charge Requirements - Covers the structure of out tariffs, what is allowable and which charges are outside of our tariffs	T's & C's, Unit Rate and Standing Charge, Fixed Term Tariffs	Adoption of Compliant Process	None	Finance Director	Scott Dale	Head of Pricing	Jo Smith	Direct and Domestic Sales Channel Manager	Nick Lailey
	22B	22B		Restrictions on Tariff numbers and Tariff simplification - Covers the restriction on the number of tariffs, as well as the form and structure any discounts or rewards are allowed to take	T's & C's, Tariff Structure, Discounts and Bundles, Fixed Term Tariffs	Compliance with OFGEM Instructions	None	Finance Director	Scott Dale	Head of Pricing	Jo Smith	Direct and Domestic Sales Channel Manager	Nick Lailey
	22C	22C		Fixed Term Supply Contracts - sets rules around changes to the term of Fixed Term Supply Contracts, the requirements when a Fixed Term Supply Contract comes to an end and areas that must be covered in the contract terms.	T's & C's, Fixed Term Tariffs	Compliance with OFGEM Instructions	None	Director of Sales and Marketing	Alex Wellbourne (Acting)	Direct and Domestic Sales Channel Manager	Nick Lailey		
	22CA	22CA		Transitional provisions for standard condition 22C covering end of fixed term contracts. These covered a transition between licences and are no longer applicable	Fixed Term Tariffs					Not Applicable			
	22CB	22CB		Transitional provisions for certain existing Fixed term Supply Contracts. These covered a transition between licences and are no longer applicable.	Fixed Term Tariffs					Not Applicable			
	22D	22D		Dead Tariffs - covers the rules about "evergreen" tariffs, i.e. customers who are on old variable tariffs. To date as we have only had one variable tariff, this doesn't apply to us at this point	Tariff Structure, Dead Tariffs					Not Currently Applicable			
		22E		Unmetered Supply Arrangements - this relates to a very specific situation where a Domestic Customers has an unmetered supply. This is a rare situation and we currently have not customers of this type.	Unmetered Supply Arrangements					Not Currently Applicable			
		22F		Bespoke Heating System Arrangements - this realtes to a very specific situation where a Domestic Customer has an Electric Heating System for which there are specific contract arrangement in place. We currently do not have any customers of this type	Bespoke Heating System Arrangements					Not Currently Applicable			
	23	23		Notification of Domestic Supply Contract terms - this sets out that we have to provide the principal term before we take a customer on and also explains how we should communicate individual elements, as well as changes to tariffs and other variations	Pricing	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Director of Sales and Marketing	Alex Wellbourne (Acting)	Direct and Domestic Sales Channel Manager	Nick Lailey		
	23A	23A		Mutual variations - covers where we or the customer in a Domestic Supply Contract wish to propose changes to the terms, both parties can agree to this, but the agreement must be in writing.	Pricing	Compliance with OFGEM Instructions	None	Finance Director	Scott Dale	Regulation & Compliance Manager	Faye Widdowson		
	24	24		Termination of Domestic Supply Contracts - covers what should happen in relation to a Domestic Premise at the end of ownership or occupation. Also provides the rules around Termination Fees		Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head of Operations	Alan Parkin		

##### Domestic Customer protection

	25	25		Marketing gas and electricity to Domestic Customers - covers how we communicate with Customers in our Marketing and Telesales activity and ensures that we communicate in a fair, transparent, appropriate and professional manner.	Sales & Marketing	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Director of Sales and Marketing	Alex Wellbourne (Acting)	Head of Marketing	Lydia Maule		
	25A	25A		Prohibition of undue discrimination in supply						Not Applicable			
	25B	25B		Interoperability of Advanced Domestic Meters - covers how we manage customers that we gain or lose who have Advanced Domestic Meters, so they understand the implications	Advanced Meters	Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head Portfolio Reconciliation and Settlements	Alex Garcia		

	25C	25C		Customer Objective and Standards of Conduct for supply activities - covers how we manage our relationship with the customer and that we do so in a fair, transparent, appropriate and professional manner, including how we publish our Treating Customers Fairly Statement	Standards of Conduct	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	Some Reporting on specific areas	Finance Director	Scott Dale	Regulation & Compliance Manager	Faye Widdowson	All	All
		25D		Power to direct payment of rebates to Domestic Customers - covers how we make the payment of a Government Electricity Rebate to a Domestic Customer		Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head of Operations	Alan Parkin		
	26	26		Services for specific Domestic Customer groups - covers the establishment of a Priority Services Register and what services we provide for Customers of a pensionable age, those who are disabled or chronically sick, together with the services we provide for Customers who are blind, partially sighted, deaf or hearing impaired.	Services for Specific Customers, Information to be Published	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Director of Sales and Marketing	Alex Wellbourne (Acting)	Direct and Domestic Sales Channel Manager	Nick Lailey	Head of Operations / Head of Contact Centre	Alan Parkin / James Miller
	27	27		Payments, Security Deposits, Disconnections and final bills - covers our need to provide a variety of payment methods, when we can ask for Security Deposits, how we deal with Customers in Payment Difficulties, when we can disconnect for non payment and the provision of final bills	Collections, Disconnections, Information to be Published, Billing, Final Bills	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head of Operations	Alan Parkin		
	28	28		Prepayment Meters - covers what we need to communicate to customers about the advantages and disadvantages of Prepayment Meters, how they operate and how we will arrange relocation in the premises to make them safer to use.	Prepayment Meters , Information to be Published	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head of Operations	Alan Parkin		
	29			Gas safety - Covers how we arrange Gas Safety Checks and how we provide Gas Safety Information.	Gas Safety Checks, Information to be Published	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head of Operations	Alan Parkin		
	30			Supply Point Administration Agreement - we are required as a Gas Supplier to be party to this agreement and to make such changes to our systems and processes to remain compliant with modification to this agreement and related codes.		Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head Portfolio Reconciliation and Settlements	Alex Garcia		

#### Domestic Customer information

	31	31		General information for Domestic Customers - covers how we communicate to customers about the services Citizens Advice provide, how we communicate efficient use of fuels and how we communicate information about Energy Consumer Guidance and Concise Guidance from Citizens Advice.	Information to be Published, Billing, Information that must be on bills	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Director of Sales and Marketing	Alex Wellbourne (Acting)	Head of Marketing	Lydia Maule		
	31A	31A		Bills, statements of account and Annual Statements - specifies the information we must provide on customers bills and where formats are proscribed.	Billing, Information on consumption	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head of Operations	Alan Parkin		
	31B	31B		Tariff Information Label - specifies what we must publish on the customers bill and the basis of calculation.	Tariff Information Label	Adoption of Appropriate Fulfillment	None	Managing Director (Operations)	Ben Jones	Head of Operations	Alan Parkin		
	31C	31C		Tariff Comparison Rate - specifies what we must publish, how it should be published and the basis of calculation.	Tariff Comparison Rate	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head of Operations	Alan Parkin		
	31D	31D		White Label Tariffs - specifies how White Label Tariffs may be used. We have no White Label Tariffs currently.	White Label		None			Not Applicable			
	31E	31E		Overarching requirements (Alternative Cheapest Tariff) - provides a set of rules about how we communicate the Relevant Cheapest Tariff, Alternative Cheapest Tariff, relevant Tariff Information Label, Estimated Annual Costs, as well as information about future charge increases		Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head of Operations	Alan Parkin		
	32	32		Reporting on performance - explains how we provide key information such as the number of customers on each payment method to the Gas and Electricity Markets Authority as well as Citizens Advice.	Social Obligation Reporting	Compliance with OFGEM Instructions	Yes - Varying Cycles	Managing Director (Operations)	Ben Jones	Head of Operations	Alan Parkin	Regulation & Compliance Manager	Faye Widdowson

#### SECTION C: STANDARD CONDITIONS FOR ALL SUPPLIERS

##### Feed-in tariff Arrangements

		33		Feed-in Tariffs	Policy Obligations					Not Currently Applicable			
		34		Implementation of Feed-in Tariffs	Policy Obligations					Not Currently Applicable			

		35		Central Charge Database	Policy Obligations					Not Currently Applicable			
		36		Green Deal obligations	Policy Obligations					Not Currently Applicable			
		37		Green Deal information requirements	Policy Obligations					Not Currently Applicable			
		38		Green Deal Arrangements Agreement	Policy Obligations					Not Currently Applicable			

**Offtaker of Last Resort**

		38A		Offtaker of Last Resort - covers how we deal with instructions from OFGEM in relation to a Power Purchase Agreement Scheme.	Offtaker of Last Resort	Compliance with OFGEM Instructions	None	Finance Director	Scott Dale	Regulation & Compliance Manager	Faye Widdowson		
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**Smart Metering**

	33	39		Smart Metering System – Roll-out, Installation and Maintenance - Explains the duty for installation to take place by 31 December 2020, with some specific exceptions around Current Transformer Metering and Advanced Meters.	Smart Metering Roll Out Obligations	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Chief Information Officer	Andrew McKay	Head of Smart	TBA		
	34	40		Provision of an In-Home Display - explains what we have to offer and provide as an In-Home Display, together with related communication.		Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Chief Information Officer	Andrew McKay	Head of Smart	TBA		
	35	41		Smart Metering Installation and Installation Code of Practice – Domestic - indicates that we need to operate in a fair, transparent, appropriate and professional manner, specifies what information should be provided and places some restrictions on marketing	Smart Metering Roll Out Obligations	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Chief Information Officer	Andrew McKay	Head of Smart	TBA	Head of Operations / Head Portfolio Reconciliation and Settlements	Martyn Palmer / Alan Parkin / Alex Garcia
	36	42		Smart Metering Installation and Installation Code of Practice – Micro Business - indicates that we need to operate in a fair, transparent, appropriate and professional manner, specifies what information should be provided and indicates that we should minimise disruption to businesses during the installation process.	Smart Metering Roll Out Obligations	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Chief Information Officer	Andrew McKay	Head of Smart	TBA	Head of Operations / Head Portfolio Reconciliation and Settlements	Martyn Palmer / Alan Parkin / Alex Garcia
	37	43		Roll-out Reporting and Provision of Information to the Secretary of State - indicates the information that we have to provide on Provision, Installation, Operation, Maintenance and Use of Smart Meters.	Smart Metering Roll Out Obligations	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	Quarterly reporting	Chief Information Officer	Andrew McKay	Head of Smart	TBA	Regulation & Compliance Manager	Faye Widdowson
	38	44		Roll-out Reporting, Setting and Achieving Annual Milestones, and Provision of Information to the Authority - indicates that we have to provide and update a roll out plan, as well as reporting against Annual Milestones.	Smart Metering Roll Out Obligations	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	Quarterly reporting	Chief Information Officer	Andrew McKay	Head of Smart	TBA	Regulation & Compliance Manager	Faye Widdowson
	39	45		Smart Metering Consumer Engagement - explains how this is achieved and how the National Bodies are established to support Consumer Engagement.	Smart Metering Roll Out Obligations	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Chief Information Officer	Andrew McKay	Head of Smart	TBA	Head of Marketing	Lydia Maule
	40	46		Security controls in relation to Smart Metering Systems - indicates the high level of security that we should adopt in communication between equipment, in accordance with good industry practice.	Smart Metering Roll Out Obligations	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Chief Information Officer	Andrew McKay	Head of Smart	TBA		
	40A	46A		Security Controls in Relation to Smart Metering Systems Enrolled with the DCC - covers a duty that we have in our practices and implementation to maintain the security of the system, such as how we dispose of equipment.	Smart Metering Roll Out Obligations	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Chief Information Officer	Andrew McKay	Head of Smart	TBA		
	41	47		Smart Metering – Matters Related to Obtaining and Using Consumption Data - covers the period in relation to which consumption data can be collected	Smart Metering Roll Out Obligations	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Chief Information Officer	Andrew McKay	Head of Smart	TBA	Head of Operations / Head Portfolio Reconciliation and Settlements	Martyn Palmer / Alan Parkin / Alex Garcia

	42	48		The Smart Energy Code - indicates that we have to be compliant with the provisions of the code	Smart Metering Roll Out Obligations	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Chief Information Officer	Andrew McKay	Head of Smart	TBA		
	43	49		Smart Metering Systems and In-Home Displays – Operational Requirements - indicates how pieces of equipment should inter-operate and communicate with each other and the industry systems.	Smart Metering Roll Out Obligations	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Chief Information Officer	Andrew McKay	Head of Smart	TBA		
	44	50		Smart Metering – Continuation of Arrangements on Change of Supplier - indicates what information suppliers should communicate to each other to facilitate Change of Supplier and related actions such Meter Asset Provider appointment.	Smart Change Of Supplier	Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Chief Information Officer	Andrew McKay	Head of Smart	TBA	Head of Operations / Head Portfolio Reconciliation and Settlements	Martyn Palmer / Alan Parkin / Alex Garcia
	45	51		Smart Metering – Customer Access to Consumption Data - indicates how we facilitate Customer Access to Consumption Data, including Export Data.		Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Chief Information Officer	Andrew McKay	Head of Smart	TBA	Head of Operations / Head Portfolio Reconciliation and Settlements	Martyn Palmer / Alan Parkin / Alex Garcia
	46	52		Smart Metering Systems – Requirements for Specified Optional Equipment Requirements on Installation - provides specific rules as to how specified equipment should interact, notable around Prepayment Meter Interface Devices and HAN Connected Auxiliary Load Switches		Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Chief Information Officer	Andrew McKay	Head of Smart	TBA		
	47	53		Technical Specifications - facilitates the setting of technical specifications for key pieces of equipment and processes to enable the smart metering process to to work		Adoption of Appropriate Fulfillment /Adoption of Compliant Process	None	Chief Information Officer	Andrew McKay	Head of Smart	TBA		

Gas Shipper  
Licence

SECTION A. INTERPRETATION AND PAYMENTS

		2		Payments by the Licensee to the Authority		Timely Payment	None	Finance Director	Scott Dale	Finance Manager - Accounting & Treasury	Miranda Joseph		
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SECTION B. GENERAL

		3		General Obligations in Respect of Use of Relevant Transporter’s Pipe-Line System		Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head of Metering, Industry & Settlement	Alex Garcia	Head of Operations, Director of Trading	Alan Parkin/Adrian Musto
		4		Policies of Dominant Shippers		Adoption of Compliant Process	None	Director of Trading	Adrian Musto				
		5		Obligations as Respects Emergencies etc.		Adoption of Compliant Process - through Supplier Licence Condition 16	None	Managing Director (Operations)	Ben Jones	Head of Metering, Industry & Settlement	Alex Garcia	Regulation & Compliance Manager	Faye Widdowson
		6		Conveyance of Gas Otherwise than on Network Code or Similar Terms - Not currently applicable as all current arrangements are through the Uniform Network Code									
		7		Information in Respect of Licence to be Given to Gas Transporters - Not now applicable as this represents a one off activity completed at start up									
		8		Information as Respects Premises Served		Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head of Operations	Alan Parkin	Head of Metering, Industry & Settlement	Alex Garcia
		9		Provision of Information Requested by Relevant Transporter or Relating to Gas Illegally Taken - Supplier Licence Condition 12A		Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head of Debt, Credit and Front Office	Paul Stretton	Head of Metering, Industry & Settlement	Alex Garcia
		10		Provision of Information to the Authority - Supplier Licence Condition 5		Adoption of Compliant Process	As required by OFGEM or GEMA	Finance Director	Scott Dale	Regulation & Compliance Manager	Faye Widdowson		

			11	Supply and Return of, and Information etc. Relating to, Gas Meters		Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head of Operations	Alan Parkin	Head of Metering, Industry & Settlement	Alex Garcia
			12	Provisions Relating to Continuity of Supply - Supplier Licence Condition 8		Adoption of Compliant Process	None	Finance Director	Scott Dale	Regulation & Compliance Manager	Faye Widdowson	Direct and Domestic Sales Channel Manager	Nick Lailey
			13	Meter Point Information Furnished by a Gas Transporter - Security		Adoption of Compliant Process	None	Chief Information Officer	Andrew McKay	Head of IT	TBA	Head of Metering, Industry & Settlement	Alex Garcia
			14	Provisions Relating to Transfer of Customers - Supplier Licence Condition 14		Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Sales Support Manager	Ian Marston		
			15	Payments Received in Relation to Standards of Performance - Supplier Licence Condition 15		Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head of Operations	Alan Parkin		
			15A	Payments Received in Relation to Demand Side Response		Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head of Operations	Alan Parkin		
			16	Arrangements in Respect of Powers of Entry		Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head of Debt, Credit and Front Office	Paul Stretton	Head Portfolio Reconciliation and Settlements	Alex Garcia
			16A	Authorisation of Officers		Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head of Debt, Credit and Front Office	Paul Stretton	Head Portfolio Reconciliation and Settlements	Alex Garcia
			16B	Exercise of Powers of Entry		Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head of Debt, Credit and Front Office	Paul Stretton	Head Portfolio Reconciliation and Settlements	Alex Garcia
			17	Release of Terminal Operators from Certain Liabilities - Update on Applicability awaited		Adoption of Compliant Process	None	Managing Director (Operations)	Ben Jones	Head Portfolio Reconciliation and Settlements	Alex Garcia		
			18	Change Co-ordination for the Utilities Act 2000 - Historic Condition - No Longer applicabl									
			19	Energy Administration and Energy Supply Company Administration: Shortfall Contribution Obligations		Timely Payment	None	Finance Director	Scott Dale	Finance Manager - Accounting & Treasury	Miranda Joseph		