

(k) To require licensees, when directed by the Director, to contact and offer to supply customers of suppliers whose licences have been revoked.

(l) To provide for all licensees to enter into an agreement (between themselves and with other parties) concerning the systems, processes and procedures necessary to facilitate competition in electricity supply, the content of such agreement, where the parties cannot agree, to be determined by the Director.

(m) To require licensees to enter into a common agreement providing for the use of the registration services of public electricity suppliers, making provisions for changes of electricity supplier at premises, and specifying the forms in which transfers of relevant data are to take place.

(n) To require licensees to give to customers information to facilitate changes of supplier.

(o) To provide that the conditions referred to at paragraphs (p) to (x) below shall not be effective where a licensee does not supply domestic and small business premises and has not notified the Director of its intention to do so.

(p) To prohibit each licensee, before a specified date prior to the opening of an area to competition in electricity supply, from providing in any contract to supply relevant domestic or small business premises that there may be a fee payable by the customer for the termination of that contract.

(q) To require licensees, subject to certain exemptions, to offer to supply domestic and small business customers with electricity and, where such offer is agreed, to give a supply.

(r) To provide that licensees produce and comply with codes of practice as to: payment of bills and procedures for dealing with customers in difficulty; provision of services to persons who are of pensionable age, disabled or chronically sick; procedures with respect to site access; promotion of the efficient use of electricity; and procedures for complaint handling; and to provide that licensees shall consult on and from time to time revise such codes.

(s) To require that each licensee submit to the Director and to consumers' committees, and that it publish annually, information in respect of its performance in relation to the provision of electricity supply.

(t) To require licensees to give customers information in respect of electricity consumption and complaint handling.

(u) To require licensees, on request, to meet with certain consumers' committees.

(v) To make provisions in respect of contracts for the supply of electricity to domestic and small business premises, including provisions that such contracts be published in standard forms, provide a range of payment options, be limited as to any security deposit or termination fee which they may require, and provide that they may be terminated by the customer on notice or on the occurrence of certain specified events; and to require licensees to inform customers of the expiry or variation of such contracts, and to publish the principal terms of such contracts.

(w) To provide in certain cases for the assignment of customer debt between suppliers on a change of supplier.

(x) To require licensees, to pay their customers sums received from public electricity suppliers in respect of failures to meet standards of performance in relation to the distribution of electricity.

(y) To make provision for the conditions referred to at paragraphs (v) to (x) above to be amended by the Director with the consent of a weighted majority of suppliers, and to provide for certain of those conditions to be disapplied by the Director.

(z) To introduce new definitions consequent upon the above modifications and to make minor drafting changes to some existing conditions.

A copy of the proposed modifications may be obtained (free of charge) from the Office of Electricity Regulation. Any representations or objections may be made on or before 28th October 1997, to Mrs. Ravi Randhawa, OFFER, Hagley House, 83-85 Hagley Road, Edgbaston, Birmingham B16 8QG.

A. J. Boorman, authorised on behalf of the Director  
30th September 1997. (747)

*Notice under section 11(2) of The Electricity Act 1989*

The Director General of Electricity Supply ("the Director") hereby gives notice pursuant to section 11(2) of the Electricity Act 1989 ("the Act") as follows.

1. He proposes to modify the conditions of the licences granted under section 6(1)(c) of the Act to East Midlands Electricity plc, Eastern Electricity plc, London Electricity plc, Manweb plc, Midlands Electricity plc, Northern Electric plc, Norweb plc, Seeboard plc, South Wales Electricity plc, South Western Electricity plc, Southern Electric plc and Yorkshire Electricity Group plc (the "licensees").
2. He proposes to modify the conditions of these licences in order to promote (from 1998) competition in electricity supply to all customers, and to provide further protection for customers in respect of the terms and quality of such supply.
3. In summary, the Director proposes to modify the conditions of these licences by amending existing conditions and introducing new conditions to the following effect.

(a) To remove the prohibition on cross-subsidies between different parts of the supply business of each licensee.

(b) To prohibit each licensee, in any market in which it is dominant, from supplying electricity on predatory, discriminatory or unduly onerous terms; to provide that the Director may determine whether such prohibition applies; to require that advance notice of new terms of supply is given to the Director; and to permit such obligations to be disapplied in certain circumstances.

(c) To require licensees, when directed by the Director, to contact and offer to supply customers of suppliers whose licences have been revoked.

(d) To provide for all licensees to enter into an agreement (between themselves and with other parties) concerning the systems, processes and procedures necessary to facilitate competition in electricity supply, the content of such agreement, where the parties cannot agree, to be determined by the Director.

(e) To require licensees to publish in advance indications of likely changes to the charges for use of their distribution systems.

(f) To require each licensee to prepare a standard agreement to govern the retention at premises not supplied on tariff by that licensee of an established connection to its distribution system; and to provide that such agreement be approved by the Director, and that its terms be from time to time reviewed by the licensee in consultation with other parties.

(g) To require each licensee to establish, operate and publicise a service for use (by any person) to report and receive advice on matters which are dangerous or require attention in relation to the supply or distribution of electricity in its authorised area.

(h) To require licensees to take steps to detect and prevent the theft of electricity, damage to electrical apparatus and interference with electricity meters.

(i) To require licensees to offer agreements authorising persons to connect metering equipment to their distribution systems.

(j) To prohibit licensees' supply businesses from entering into agreements for the provision of meters which restrict, distort or prevent competition in the supply of electricity.

(k) To require each licensee to provide a service to maintain a register of, and to transfer to relevant persons, information necessary to facilitate competition in supply to premises within its authorised area; and to require all licensees to prepare a form of common agreement providing for use of their registration services, making provisions for changes of electricity supplier at premises, and specifying the forms in which transfers of relevant data are to take place.

(l) To require all licensees to provide (whether themselves or by a third party) a national service to maintain a network over which transfers of data may be made for specified purposes.

(m) To require each licensee to provide, within its authorised area, services: to facilitate supply by persons authorised to supply electricity under exemptions pursuant to section 5 of the Act; to provide and operate electricity meters; to retrieve, process and aggregate meter reading data; to create, process and aggregate electricity consumption data in relation to un-metered supplies; and to facilitate the use of its prepayment meter system(s).

(n) In respect of the services referred to at paragraphs (k), (l) and (m) above: to require licensees to offer to enter into agreements for such services, not to discriminate between persons in the provision of such services and to publish