

**THE NORTHERN IRELAND AUTHORITY FOR UTILITY REGULATION**

**NOTICE UNDER ARTICLE 14 (2)**

**OF THE ELECTRICITY (NORTHERN IRELAND)**

**ORDER 1992**

**MODIFICATIONS PROPOSED TO THE ELECTRICITY CONVEYANCE LICENCE  
HELD BY  
NORTHERN IRELAND ELECTRICITY NETWORKS**

The Northern Ireland Authority for Utility Regulation (“the **Authority**”) proposes to modify the conditions of a licence in exercise of its powers under Article 14(1) of the Electricity (Northern Ireland) Order 1992 (the “**Order**”),

In accordance with Article 14(2) of the Order the Authority gives notice as follows:

1. The Authority proposes to make modifications to the Electricity Distribution licence (“**the Licence**”) held by Northern Ireland Electricity (Distribution) Limited (“**the Licensee**”).
2. The proposed modifications are to the conditions of the Licence as set out in Appendix 2 of the Code of Practice for Consumers in Vulnerable Circumstances Licence Consultation Paper.
3. The actual text of the proposed modifications is as set out in schedule 1 to the notice below (“**schedule 1**”). The original licence text that is being retained is in black, any new text is in red and any original text that is being removed is in red and strikethrough.
4. Details of the proposed modifications are set out in section 2 of the Code of Practice for Consumers in Vulnerable Circumstances Licence Consultation Paper.
5. The reasons for the proposed modifications are set out in section 2 of the Code of Practice for Consumers in Vulnerable Circumstances Licence Consultation Paper.
6. The effects of the proposed modifications are set out in section 2 of the Code of Practice for Consumers in Vulnerable Circumstances Licence Consultation Paper.

7. A copy of the proposed modifications can be viewed during normal office hours, and can be obtained (free of charge) from:

Rachel Strong  
The Utility Regulator  
Queens House  
14 Queen Street Belfast  
BT1 6ED  
Email: [Rachel.Strong@uregni.gov.uk](mailto:Rachel.Strong@uregni.gov.uk)

8. Representations or objections with respect to any or all of the individually proposed modifications may be made **on or before 5pm on 27 June 2024** by writing to or e-mailing to the same address.
9. The Authority has, in accordance with Article 14(4) of the Order, sent a copy of this notice to the Licensee, the Department for Economy (DfE) and also to the General Consumer Council.

Dated this 30 day of May 2024



**John French**  
**Chief Executive**  
**For and on behalf of the Utility Regulator**

## Schedule 1

**Proposed licence modifications for the electricity conveyance licence as set out in section 2 of the Notice and Consultation on Code of Practice for Consumers in Vulnerable Circumstances Licence Modifications Consultation Paper.**

### **Condition 37. Provision of services for persons who are of pensionable age or disabled**

#### Vulnerable Persons

- ~~1. The Licensee shall, by SEM Go Live (or such later date as the Authority may direct), prepare a Code of Practice describing the special services available, and any charges made or to be made, to such persons who are of State pensionable age, disabled, blind or deaf.~~

#### Pensionable age or Disabled

- ~~2. The Code of Practice shall set out the Licensee's arrangements for persons occupying domestic premises who are of State pensionable age or disabled, by which special services in the following respects can be made available where appropriate:
  - ~~(a) providing where practicable special controls and adaptors for meters (including prepayment meters) and repositioning meters (in each case where any such meters are installed, whether at the request of an Electricity Supplier or otherwise, by the Licensee); and~~
  - ~~(b) providing special means of identifying officers authorised by the Licensee.~~~~
- ~~3. The arrangements included in the Code of Practice shall, in the case of a person occupying domestic premises who:
  - ~~(a) is of State pensionable age and lives alone or with other persons all of whom are also of State pensionable age or minors; and~~
  - ~~(b) is in default of his obligation to pay for electricity through misfortune or inability to cope with credit terms for the supply of electricity for domestic use,~~~~

~~provided that the Licensee shall not, whether at the request of an Electricity Supplier or otherwise, in those circumstances cut off the supply of electricity to those premises during any winter period, that is to say, a period beginning with 1 October in any year and ending with 31 March in the next following year.~~

#### Blind/Deaf

- ~~4. The Code of Practice shall set out the Licensee's arrangements for the provision, on request and free of charge, in relation to persons occupying~~

~~domestic premises who, to the knowledge or reasonable belief of the Licensee:~~

~~— (a) are blind or partially sighted, of details of the arrangements for making enquiries or complaints about the services provided by the Licensee and relating to them, by telephone or other appropriate means; or~~

~~(b) are deaf or partially hearing, of details of facilities to assist them (if they have the equipment enabling them to take advantage thereof) when making enquiries or complaints about the services provided by the Licensee and relating to them.~~

~~5. The Licensee shall comply with the requirements set out in Condition 41, as if they were set out in this Condition.~~

~~6. "Code of Practice" in this Condition means the Code of Practice from time to time in force which is required to be prepared pursuant to this Condition, in relation to the provision of services for persons described in paragraph 1.~~

### **Condition 37: Code of Practice for Consumers in Vulnerable Circumstances**

1. This Condition shall apply where the Licensee supplies, or offers to supply, electricity to Domestic Premises.
2. The Licensee shall (and shall procure that its agents or sub-contractors shall) comply with the obligations applicable to it under, the Code of Practice for Consumers in Vulnerable Circumstances.
3. The Authority, following consultation with the Licensee, the General Consumer Council and any other person who in the opinion of the Authority is likely to be interested or affected, may from time to time make such modifications to the Code of Practice for Consumer in Vulnerable Circumstances, as the Authority considers are necessary or expedient.
4. In this Condition:

**Code of Practice for Consumers in Vulnerable Circumstances**

means the relevant document of that name, prepared and published from time to time by the Authority, relating to the activities for protecting consumers in vulnerable circumstances.

**Vulnerable or Vulnerability**

means 'A consumer is deemed vulnerable when their personal characteristics or circumstances reduce their ability to engage effectively and achieve fair outcomes. A vulnerable consumer is significantly less able to protect or represent their interests and significantly more likely to suffer detrimental impacts on their health, wellbeing or finances'.

**Agents or Subcontractors** means any person directly or indirectly authorised to represent the Licensee in its dealings with consumers or other Licensees.

**Condition 41. Preparation, review of and compliance with Codes of Practice**

1. This Condition applies to ~~each of~~ the Codes of Practice required to be prepared by the Licensee pursuant to Conditions ~~s 37 and~~ 38 (a "Code").