

THE NORTHERN IRELAND AUTHORITY FOR UTILITY REGULATION

DECISION NOTICE PUBLISHED PURSUANT TO ARTICLE 14 (8)

OF THE ELECTRICITY (NORTHERN IRELAND)

ORDER 1992

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

In accordance with Article 14(2) of the Electricity (Northern Ireland) Order 1992 (as amended) (“the **Order**”) the Northern Ireland Authority for Utility Regulation (“the **Authority**”) published a notice (‘the **Consultation Notice**’) of its intentions to modify the Electricity Distribution licence (“the **Licence**”) held by Northern Ireland Electricity (Distribution) Limited (“the **Licensee**”).

In accordance with Article 14(5) of the Electricity Order the Authority has considered representations duly made to it in response to the Consultation Notice. The Authority has decided to proceed with the making of modifications of the conditions of the Licence in exercise of its power under Article 14(1) of the Order.

In accordance with Article 14(8) of the Order the Authority gives notice as follows:

1. The modifications are to the conditions of the Licence as set out in section 3 of the Notice and Decision on Code of Practice for Consumers in Vulnerable Circumstances Licence Modifications Paper dated 30 September 2024 (“the **Notice and Decision Paper**”).
2. The actual text of the modifications is as set out in schedule 1 to the decision notice below (“**schedule 2**”). 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.
3. Details of the modifications are set out in section 3 of the Notice and Decision Paper.
4. The reasons for the modifications are set out in section 3 of the Notice and Decision Paper.
5. The effects of the modifications are set out in section 3 of the Notice and Decision Paper.

6. How the Authority has taken account of the representations made to it in response to the Consultation Notice are set out section 3 of the Notice and Decision Paper.
7. The reason for any differences between the modifications to be implemented and those proposed in the Consultation Notice are set out section 3 of the Notice and Decision Paper.
8. The Authority has, in accordance with Article 14(8)(a) of the Order, sent a copy of this notice to the Licensee, the Department for Economy (DfE) and also to the General Consumer Council for Northern Ireland.
9. The modification shall take effect on 25 November 2024.
10. A copy of the modifications can be obtained in hard copy from:

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

Dated this 30 day of September 2024



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

Schedule 1

Licence modifications for the electricity conveyance licence as set out in section 3 of the Notice and Decision 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. The arrangements in the Code of Practice for Consumers in Vulnerable Circumstances shall be applicable to persons occupying 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 Consumers 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 37 and 38~~ (a "Code").

Condition 1. Interpretation and Construction

3. "General Consumer Council" means the General Consumer Council for Northern Ireland;

Condition 7. Payment of Fees

2. (b) an amount which is a proportion, as determined by the Authority, of the amount notified to the Authority by the General Consumer Council and approved by the Department as being the General Consumer Council's estimate of its likely costs during the year in question in the exercise of the functions relating to electricity assigned to it by or under the Order, the Energy Order, the SEM Order, the Directive Regulations or the Internal Markets Regulations and any other such functions as it has been or may be required to exercise by the Authority, or, in the event that the Authority shall not have received such notification by 31 July in the year in question, an amount which is the relevant proportion of the Authority's estimate of such likely costs (having regard to any estimate of such costs in any forward work programme published by the General Consumer Council in respect of the year in question);

(c)(ii)(B) the amount comprised therein under sub-paragraph (b) above been calculated by reference to the relevant proportion of the total costs of the General Consumer Council in connection with

the functions referred to in sub-paragraph (b) above and, where appropriate, the proportion of those costs actually attributable to this Licence,

3. (a) the proportion of the fee for that year paid by the Licensee which is attributable to the Authority's estimate in accordance with paragraph 2(a) and the estimate of the **General** Consumer Council or the Authority (as appropriate) in accordance with paragraph 2(b); and

(b) the Authority's reasonable revised estimate of those costs (taking account of any revised estimate of the costs referred to in paragraph 2(b) which is approved by the Department and notified to the Authority by the **General** Consumer Council),

Condition 39. Code of Practice for the Theft of Electricity

2. 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 the Theft of Electricity, as the Authority considers necessary or expedient.

Condition 40. Relations with the **General Consumer Council**

1. The Licensee shall meet with the **General** Consumer Council whenever requested to do so by it, up to a maximum of 6 times in every year during the period of the Licence.
2. Without prejudice to paragraph 1, the Licensee shall meet the **General** Consumer Council at least once in every year during the period of the Licence.
3. In at least one meeting with the **General** Consumer Council in every year during the period of the Licence, the Licensee shall be represented by one or more directors of the Licensee.

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

2. The Licensee shall, before submitting a Code to the Authority for its approval, consult the **General** Consumer Council and shall consider any representations made by it on the Code or the manner in which it is likely to be operated.
6. In carrying out any such review the Licensee shall consult the **General**

Consumer Council and shall consider any representations made by it about the Code or the manner in which it is likely to be or has been operated.

7. After consulting the **General** Consumer Council in accordance with paragraph 6, the Licensee shall submit any revision of the Code which it wishes to make to the Authority for its approval and if the Authority approves the revision, the Licensee shall, following receipt of the Authority's approval in writing, then revise the Code appropriately. If the Authority does not approve the revision, the Licensee shall make further revisions to the Code as the Authority may require, in order to meet the requirements of the Licence.
8. The Licensee shall:
 - (a) as soon as practicable following the preparation of the Code or any revision made to it, send to the Authority and the **General** Consumer Council a copy of the Code or such revision in the form approved by the Authority;