

TRANSPOSITION NOTE

Electricity and gas billing elements of Articles 10 and 11 of Directive 2012/27/EUⁱ of the European Parliament and of the Council of 25 October 2012 on energy efficiency

Introductory Note

This Transposition Note refers only to the electricity and gas billing elements of Articles 10 and 11 of and Annex VII to Directive 2012/27/EU. Other Articles will be transposed by separate legislation as necessary.

The Electricity and Gas (Billing) Regulations 2014 (“the Regulations”) transpose the electricity and gas billing elements of Articles 10 and 11 and Annex VII in relation to England and Wales, and Scotland. The Regulations amend the standard conditions incorporated into electricity and gas supply licences under the Electricity Act 1989 and the Gas Act 1986 (“electricity and gas supplier licence conditions”). Regulation 2 and Schedule 1 amend the electricity supply licence conditions; regulation 3 and Schedule 2 amend the gas supply licence conditions.

Article	Objective	Transposition
10(1)	Sets out the requirements that consumers are to receive billing information that is accurate and based on actual consumption in accordance with minimum requirements set out in Annex VII of the Directive. This is that billing should take place on the basis of actual consumption at least once a year and that billing information is made available at least quarterly when a customer requests or received electronic billing, or else twice yearly.	Article 10(1) and paragraph 1.1 of Annex VII is transposed by regulation 2(3) and 3(3) of and paragraphs 21B.4 and 21B.5 in each of the Schedules to the Regulations. These amend electricity and gas supplier licence conditions to require suppliers to obtain a meter reading at least once a year and provide billing information at least twice year and quarterly for customers who request it or have online account management.
10(3)(a)	Requires that Member States require that information on energy billing and historical consumption is made available to customers or an energy services provider when a customer requests it.	Article 10(3)(a) is transposed by regulation 2(3) and 3(3) of and paragraph 21B.9 in each of the Schedules to the Regulations. These amend electricity and gas supplier licence conditions to require suppliers to make available information on a customer energy billing and historical consumption either to the customer or to any other person designated by the customer.
10(3)(b)	Requires Member States to ensure that customers are offered the option of electronic billing and bills and that they receive on request a clear and understandable explanation of how their bill was derived.	Article 10(3)(b) is transposed by regulation 2(2) and (3) and 3(2) and (3) of and paragraphs 21B.6 and 21B.7 in each of the Schedules to the Regulations. These amend electricity and gas supplier licence conditions to require suppliers to offer online account management to domestic and non-domestic customers and to meet a customer’s request for an explanation of how their bill was derived in plain and intelligible language.
11(1)	Requires Member States to ensure that customers receive their bills and billing information free of charge and have access to their consumption data in an appropriate way free of charge.	Article 11(1) is transposed by regulation 2(3) and 3(3) of and paragraph 21B.8 in each of the Schedules to the Regulations. These amend electricity and gas supplier licence conditions so that suppliers are not permitted to make a specific charge for the provision of a bill or for

		access in an appropriate way to the consumption data used to calculate that bill.
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ⁱ OJ No L 315, 14.11.2012, p1.