

SCHEDULE 1

Regulation 2(3)

21B.3 Paragraphs 21B.4 and 21B.5 apply from 31 December 2014.

21B.4 The licensee must take all reasonable steps to obtain a meter reading (including any meter reading transmitted electronically from a meter to the licensee or provided by the Customer and accepted by the licensee) for each of its Customers at least once every year.

This paragraph does not apply in relation to any Customer with a Prepayment Meter.

21B.5 The licensee must make available a Bill or statement of account to each of its Customers at least twice yearly and at least quarterly to any Customer who requests it or who has Online Account Management.

This paragraph does not apply in relation to any Customer with:

- (a) a Prepayment Meter;
- (b) a Smart Metering System;
- (c) unmetered supply as defined in regulation 2 of the Electricity (Unmetered Supply) Regulations 2001⁽¹⁾.

21B.6 Where a Customer requests Online Account Management the licensee must comply with that request.

21B.7 Where a Customer requests an explanation of how their Bill or statement of account was derived the licensee must comply with that request in plain and intelligible language.

21B.8 The licensee must not make a specific charge for the provision of a Bill or statement of account or for access in an appropriate way to the consumption data used to calculate that Bill or statement of account.

This paragraph does not apply in respect of providing additional copies of a Bill or statement of account to a Customer.

21B.9 Where a Customer requests the licensee to make available information on their energy billing and historical consumption either to the Customer or to any other person designated

⁽¹⁾ S.I. 2001/3263.

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by the Customer the licensee must comply with that request to the extent that the information requested is available and as soon as reasonably practicable.
