

**To: All holders of a gas supply licence**

**Gas Act 1986  
Section 23(1)(b)**

**Modification of the standard conditions of all gas supply licences**

1. Each of the licensees to whom this document is addressed has a supply licence which has been granted or treated as granted under section 7A(1) of the Gas Act 1986 ('the Act').
2. Under section 23(2) of the Act the Gas and Electricity Markets Authority ('the Authority')<sup>1</sup> gave notice on 14 November 2024 ('the Notice') that we propose to modify standard condition 31G.3A. We stated that any representations to the modification proposal must be made on or before 20 December 2024.
3. A copy of the Notice was sent to the Secretary of State in accordance with section 23(4)(b) of the Act, and we have not received a direction that the change should not be made.
4. We received 29 responses to the Notice, which we carefully considered. We have placed all non-confidential responses on our website. Our response to these comments is set out in the accompanying decision document.
5. We are making this licence change and update to the associated Contact Ease guidance document because, currently, customers off-supply due to meter faults are not always able to contact their supplier outside of their suppliers' regular contact hours. We consider that it is critical for domestic customers without supply due to meter issues to be able to receive appropriate support from their supplier at all times as the party responsible for the meter.
6. The effect of the modification will be to activate the currently dormant requirement of SLC 31G.3A(c) for suppliers' enquiry services to be available 24 hours every day to receive enquiries from, and offer assistance, guidance or advice to domestic customers off-supply due to meter faults. A more detailed description of the reasons for, and effects of, this licence modification can be found in our accompanying decision document. This includes the updated Contact Ease guidance document, to which suppliers must have regard as per licence condition 31G.3E.
7. Where an application for permission to appeal our decision is made to the Competition and Markets Authority (CMA) under section 23B of the Act, Rule 5.6 of the Energy Licence Modification Appeals: Competition and Markets Authority Rules<sup>2</sup> requires that the appellant must send to any relevant licence holders who are not parties to the appeal a non-sensitive notice setting out the matters required in Rule 5.2. The attached Schedule 2 provides a list of the relevant licence holders in relation to this modification. Section 23(10) of the Act sets out the meaning of 'relevant licence holder'.

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<sup>1</sup> The terms "the Authority", "we" and "us" are used interchangeably in this document.

<sup>2</sup> CMA70 [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/655601/energy-licence-modification-appeals-rules.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/655601/energy-licence-modification-appeals-rules.pdf)

Under the powers contained in section 23(1)(b) of the Act, we hereby modify the standard licence conditions for all gas supply licences in the manner specified in attached Schedule 1. This decision will take effect from 1 August 2025.

This document is notice of the reasons for the decision to modify the gas supply licences as required by section 38A of the Act.



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**Jemma Baker**  
**Deputy Director, Future Retail Markets**  
**Duly authorised on behalf of the**  
**Gas and Electricity Markets Authority**

**10 April 2025**

## **Schedule 1 – Modification to the standard conditions (SLCs) of all gas supply licences**

Deletions are shown in ~~strikethrough~~ and new text is double underlined.

### **Condition 31G. Assistance and advice information**

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31G.3A The licensee must provide, or procure the provision of, an enquiry service that enables Domestic Customers to contact the licensee. As a minimum the enquiry service must:

- (a) Offer a range of contact methods that meet the needs of the licensee's Domestic Customers, including those of its Domestic Customers in Vulnerable Situations;
- (b) Be available to receive enquiries and offer assistance, guidance, or advice at times that meet the needs of Domestic Customers, including those of Domestic Customers in Vulnerable Situations; and
- (c) Be available 24 hours every day to receive enquiries from, and offer assistance, guidance, or advice to, Domestic Customers who are experiencing an interruption in supply of gas caused by a meter fault.

~~Paragraph (c) in this Condition 31G.3A will only take effect following consultation and after the Authority has given the licensee at least two months' Notice.~~

## **Schedule 2 – List of the relevant licence holders in relation to this modification**

Gas supply licence holders are listed at: [List of all gas licensees including suppliers | Ofgem](#)