

ENERGY MARKET INVESTIGATION

The Energy Market Investigation (Restricted Meters) Order 2016

Background

1. On 26 June 2014, the Gas and Electricity Markets Authority in exercise of its powers under sections 131 and 133 of the Enterprise Act 2002 (the Act) (as provided for by section 36A of the Gas Act 1986 (GA86) and section 43 of the Electricity Act 1989 (EA89)), made an ordinary reference to the Chair of the Competition and Markets Authority (CMA) for the constitution of a group under Schedule 4 to the Enterprise and Regulatory Reform Act 2013 for an investigation into the supply and acquisition of energy in Great Britain.¹
2. The CMA investigated the matters referred to it pursuant to sections 131 and 133 of the Act and concluded (a) in accordance with section 134(1) of the Act that there are features of the markets for the supply and acquisition of energy in Great Britain which, either alone or in combination, prevent, restrict or distort competition; and (b) in accordance with section 134(2) of the Act, that there are adverse effects on competition (AECs). The CMA published its findings in a report under section 136 of the Act entitled *Energy market investigation: Final report* published on 24 June 2016 (the Report).
3. One of the AECs identified by the CMA was the Domestic Weak Customer Response AEC. The features identified by the CMA as giving rise to the Domestic Weak Customer Response AEC were the following:
 - (a) Customers have limited awareness of, and interest in, their ability to switch energy supplier, which arises in particular from the following fundamental characteristics of the domestic retail gas and electricity supply markets: (i) the homogeneous nature of gas and electricity; and (ii) the role of traditional meters and bills.
 - (b) Customers face actual and perceived barriers to accessing and assessing information arising, in particular, from the following aspects of the domestic retail gas and electricity markets: (i) the complex information provided in bills and the structure of tariffs; and (ii) a lack of confidence in,

¹ [Energy market investigation terms of reference.](#)

and access to, PCWs by certain categories of customers, including the less well-educated and the less well off.

(c) Customers face actual and perceived barriers to switching, such as where they experience erroneous transfers which have the potential to cause material detriment to those who suffer from them.

4. The CMA also found that customers on restricted meters face:

(a) higher actual and perceived barriers to accessing and assessing information arising, in particular, from a general lack of price transparency concerning the tariffs that are available to them, which results from restricted meter tariffs not being supported by PCWs or suppliers' online search tools; and

(b) higher actual and perceived barriers to switching arising from:

(i) the requirement imposed by suppliers on certain restricted meter customers to replace their meters with a single-rate or Economy 7 meter, which may be at a cost to the customer, to be able to switch to a wider range of tariffs;

(ii) the fact that a restricted meter replacement might involve some rewiring in the home; and

(iii) the fact that a restricted meter replacement (particularly to a single-rate meter) may entail a loss of functionality to the customer, and possibly higher tariffs in the future, with no option of reverting back to their old meter.

5. The CMA considered, in accordance with section 134(4) of the Act, (a) whether action should be taken by it for the purpose of remedying, mitigating or preventing the AECs or any detrimental effect on consumers; (b) whether it should recommend the taking of action by others for the purpose of remedying, mitigating or preventing the AECs or any detrimental effect on consumers; and (c) in either case, if action should be taken, what action should be taken and what is to be remedied, mitigated or prevented.

6. In the Report, the CMA decided upon a package of remedies to remedy, mitigate or prevent the AECs and/or associated detriment that it found.

7. The CMA decided to implement (through an Order) a requirement on electricity suppliers (a) to make all their single-rate electricity tariffs available to all domestic electricity customers on restricted meters without making such

tariffs available to such customers conditional upon the replacement of their restricted meter; and (b) to provide certain information to such customers.

8. The Explanatory Note accompanying the Order provides an explanation of how the Order and the licence conditions are expected to operate.

The Order

Reference and power

The CMA makes this Order in performance of its duty under section 138 of the Act to remedy, mitigate or prevent the adverse effects on competition and any detrimental effects on consumers so far as they have resulted, or may be expected to result, from the adverse effects on competition as identified in the Report. The CMA makes this Order in exercise of the powers conferred by sections 86(1) to (5) and 87 (each applicable by virtue of section 164), 161(1), (3) and (4) and paragraphs 4, 10, 17 to 19, 21 and 22 of Schedule 8 to the Act. In accordance with section 15 of the Electricity Act 1989 and section 27 of the Gas Act 1986, the CMA introduces the Electricity Licence Condition 22G for the purpose of giving effect to Articles 3 and 4 of this Order, and having had regard to the Gas and Electricity Markets Authority's relevant statutory functions pursuant to section 168 of the Act.

Part 1

General

1. Title, commencement and scope

- 1.1. This Order may be cited as 'The Energy Market Investigation (Restricted Meters) Order 2016.'
- 1.2. This Order shall come into force on 15 December 2016, except Articles 3.1, 3.2, and 4.1 which shall come into force on 1 September 2017.
- 1.3. This Order applies to Retail Electricity Suppliers in Great Britain.
- 1.4. This Order shall continue to be in force until 30 June 2021, except for Articles 3.1, 3.2 and 4.1 to 4.3 which shall continue to be in force until 31 December 2020, or until such time (before this date) as it is varied or revoked under the Act. The variation or revocation of this Order shall not affect the validity or enforceability of any rights or obligations that arose prior to such variation or revocation.

1.5. A new electricity supply licence condition 22G will be introduced in the Electricity Supply Licence as per Schedule 1.

2. Interpretation

2.1. In this Order:

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| Act | means the Enterprise Act 2002. |
| Annual Consumption Details | has the meaning given to it in the Electricity Supply Licence. |
| Annual Consumption Breakdown | means a breakdown of the Annual Consumption Details by each Consumption Window for which data is recorded. |
| Bill | has the meaning given to it in the Electricity Supply Licence. |
| Citizens Advice | has the meaning given to it in the Electricity Supply Licence. |
| Citizens Advice Scotland | has the meaning given to it in the Electricity Supply Licence. |
| CMA | means the Competition and Markets Authority. |
| Consumption Window | means each separate period within a total period of 24 hours in which electricity consumption was recorded and charged at a distinct Unit Rate. |
| Contract | has the meaning given to it in the Electricity Supply Licence. |
| Domestic Customer | has the meaning given to it in the Electricity Supply Licence. |
| Economy 7 Metering Infrastructure | means one or more Electricity Meters installed in the same premises whereby, in each period of 24 hours: (a) the peak electricity consumption level is recorded during seventeen 'day/normal' hours and the off-peak electricity consumption level is recorded during seven 'night/low' hours; or |

(b) if any Electricity Meter is located in the South Scotland Distribution Area and the peak electricity consumption level is recorded during 15.5 'day/normal' hours and the off-peak electricity consumption level is recorded during 8.5 'night/low' hours',

but in each of the above cases excluding any Electricity Meter (i) with a third (electric heating) register, in addition to the 'day/normal' and 'night/low' registers; or (ii) where part of the off-peak period occurs between 1200 and 1630 (with the remainder of the off-peak period occurring during a night-time period).

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| Electricity Meter | has the meaning given to it in the Electricity Supply Licence. |
| Electricity Supply Licence | means an electricity supply licence granted or treated as granted under section 6(1)(d) of the Electricity Act 1989. |
| GEMA | means the Gas and Electricity Markets Authority established under section 1 of the Utilities Act 2000. |
| MPAN | means the Meter Point Administration Number, as the reference number used to uniquely identify electricity supply points in Great Britain. |
| Prepayment Metering Infrastructure | means one or more Electricity Meters installed in the same premises operating in a mode which requires a customer to pay charges in advance. |
| Region | has the meaning given to it in the Electricity Supply Licence. |
| Relevant Citizens Advice Body | means Citizens Advice or Citizens Advice Scotland (as applicable). |
| Relevant Restricted Metering Infrastructure | means Restricted Metering Infrastructure, excluding any Economy 7 Metering Infrastructure, Smart Metering Infrastructure or Prepayment Metering Infrastructure. |

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| Relevant Retail Electricity Supplier | means a Retail Electricity Supplier that supplies electricity to 50,000 or more Domestic Customers. |
| Relevant RMI Customer | means a Domestic Customer receiving the supply of electricity through Relevant Restricted Metering Infrastructure. |
| Relevant Tariff | means a Tariff which continues to be capable of being entered into by a Single-Rate Customer in the same Region as the Relevant RMI Customer for the supply of electricity from the Retail Electricity Supplier, provided that a Tariff shall only be a Relevant Tariff in respect of an individual RMI Customer where that Relevant RMI Customer meets all the terms, conditions and requirements of the Tariff that do not relate to the Relevant Restricted Metering Infrastructure. |
| Restricted Metering Infrastructure | means (a) one Electricity Meter whereby electricity consumption in two or more Consumption Windows is separately recorded on two or more registers; or (b) two or more Electricity Meters (each with one or more registers) installed in the same premises whereby electricity consumption for distinct purposes is separately recorded on such Electricity Meters. |
| Restricted Meters Remedy Compliance Statement | means a statement in the form prescribed in Schedule 2 to be submitted by a Retail Electricity Supplier to the CMA pursuant to Articles 5.1 to 5.3. |
| Retail Electricity Supplier | means any person authorised to supply electricity by virtue of an Electricity Supply Licence. |
| RMI Customer | means a Domestic Customer receiving the supply of electricity through Restricted Metering Infrastructure, excluding any Economy 7 Metering Infrastructure and Smart Metering Infrastructure. |
| RMI Customer Information | means a RMI Customer's meter type; name of their current Tariff (including method of payment); Annual Consumption Details; MPAN; Annual Consumption Breakdown; all Standing Charges and Unit Rates for that RMI Customer that apply to each Consumption Window; the length of time and the hours within which |

time is recorded for each Consumption Window; and contact details for the Relevant Citizens Advice Body.

Single-Rate Customer

means a Domestic Customer receiving the supply of electricity through Single-Rate Metering Infrastructure.

Single-Rate Metering Infrastructure

means any Electricity Meter installed in a particular premises whereby electricity consumption is recorded on one register and through which electricity is continuously provided, and excludes Restricted Metering Infrastructure.

Smart Metering Infrastructure

means (a) any type of Electricity Meter which forms part of a Smart Metering System; and (b) an Electricity Meter, either on its own or with an ancillary device, which has functionality similar to a Smart Metering System in respect of elements other than the measurement of consumption for multiple time periods and/or providing remote access to data.

Smart Metering System

has the meaning given to it in the Electricity Supply Licence.

South Scotland PES Area

means the geographical area which corresponds with the distribution services area described in Annexe 3 (Scottish Distribution Licence) of the Scheme made by the Secretary of State on 28 September 2001 pursuant to paragraphs 1, 13 and 17 of Schedule 7 to the Utilities Act 2000, in respect of the licences granted to Scottish Power UK PLC and Manweb PLC under sections 6(1)(a) to (c) and 6(2) of the Electricity Act 1989.

Specified Information

means (a) a statement that the Relevant RMI Customer is able to change their Retail Electricity Supplier or change to a Relevant Tariff without having to change, nor incurring any costs or any other financial charge associated with replacing, their Electricity Meter; and (b) contact details for the Relevant Citizens Advice Body.

Standing Charge

has the meaning given to it in the Electricity Supply Licence.

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| Statement of Renewal Terms | means the statement provided for by Standard Licence Condition 22C. |
| Tariff | has the meaning given to it in the Electricity Supply Licence. |
| Unit Rate | has the meaning given to it in the Electricity Supply Licence. |

2.2 In this Order any reference to:

- (a) 'month' means calendar month;
- (b) a 'person' includes any individual, firm, partnership, body corporate or association;
- (c) 'written' or 'in writing' includes the transmission of information or the conclusion of a process made on, by, or through electronic communications or by a postal service; and
- (d) a government department or non-departmental public body or organisation or person or place or thing includes a reference to its successor in title.

2.3. The headings used in this Order are for convenience and have no legal effect.

2.4. References to any statute, statutory provisions or licence conditions shall be construed as references to that statute, statutory provision or licence condition as amended, re-enacted or modified, whether by statute or otherwise.

2.5. The Interpretation Act 1978 applies to this Order except where words and expressions are expressly defined.

Part 2

Single-Rate Tariffs Remedy

3. Obligation to make available Relevant Tariffs

3.1. Subject to Article 3.2 and their obligations under licence condition 22 (Duty to offer and supply under Domestic Supply Contract), Relevant Retail Electricity Suppliers must make all Relevant Tariffs available immediately for each Relevant RMI Customer to enter into a contract to purchase electricity.

- 3.2. Relevant Retail Electricity Suppliers must not make their compliance with Article 3.1, or any Contract that is or may be concluded as a result of complying with Article 3.1, conditional upon the Relevant RMI Customer changing their existing Relevant Restricted Metering Infrastructure, or incurring any additional costs or any other financial charge associated with keeping their existing Relevant Restricted Metering Infrastructure.
- 3.3. Relevant Retail Electricity Suppliers' compliance with Articles 3.1 and 3.2 will be assessed in accordance with the rules set out in Schedule 1.

Part 3

Information Remedy

4. Obligation to provide information

- 4.1. Relevant Retail Electricity Suppliers must provide the Specified Information to each Relevant RMI Customer in each Relevant RMI Customer's Bill, Statement of Renewal Terms, or other regular written communications with the Relevant RMI Customer.
- 4.2. Retail Electricity Suppliers must use all reasonable endeavours to provide each of their RMI Customers with the RMI Customer Information in a timely manner after the RMI Customer has submitted a request for, or other inquiry concerning, any of the RMI Customer Information.
- 4.3. Retail Electricity Suppliers must provide the Relevant Citizens Advice Body with information concerning RMI Customers' metering infrastructure in a timely manner after the Relevant Citizens Advice Body has submitted a reasonable request and in such format specified by the Relevant Citizens Advice Body.

Part 4

Monitoring and Compliance

5. Monitoring and compliance

- 5.1. Retail Electricity Suppliers must submit, on an annual basis, a Restricted Meters Remedy Compliance Statement to the CMA.
- 5.2. The first Restricted Meters Remedy Compliance Statement is to be submitted to the CMA by 30 September 2017.

- 5.3. Each subsequent Restricted Meters Remedy Compliance Statement is to be submitted to the CMA by 30 September in each year.
- 5.4. A Retail Electricity Supplier must ensure that any Restricted Meters Remedy Compliance Statement is signed by the Chief Executive Officer, the Managing Director or any Director responsible for restricted meter tariffs offered by the Retail Electricity Supplier.

6. Directions by the CMA as to compliance

- 6.1. The CMA may give directions falling within Article 6.2 to:
 - (a) a person specified in the directions; or
 - (b) a holder for the time being of an office so specified in any body of persons whether incorporated or unincorporated.
- 6.2. Directions fall within this article if they are directions:
 - (a) to take such actions as may be specified or described in the directions for the purpose of carrying out, or ensuring compliance with, this Order; or
 - (b) to do, or refrain from doing, anything so specified or described which the person might be required by this Order to do or refrain from doing.
- 6.3. In Article 6.2 above, 'actions' includes steps to introduce and maintain arrangements to ensure that any director, employee or agent of a Retail Electricity Supplier carries out, or secures compliance with, this Order.
- 6.4. The CMA may vary or revoke any directions so given.

7. Supply of information to the CMA

- 7.1. Any person to whom this Order applies is required to provide any information and documents required by the CMA for the purposes of enabling the CMA to monitor the carrying out of this Order or any provisions of this Order and/or to review the effectiveness of the operation of this Order, or any provision of this Order.
- 7.2. Any person to whom this Order applies may be required by the CMA to keep and produce those records specified in writing by the CMA that relate to the operation of any provisions of this Order.
- 7.3. Any person to whom this Order applies and whom the CMA believes to have information which may be relevant to the monitoring or the review of the

operation of any provisions of this Order may be required by the CMA to attend and provide such information in person.

- 7.4. Subject always to Part 9 of the Act, the CMA may publish any information or documents that it has received in connection with the monitoring or the review of this Order or any provisions of this Order for the purpose of assisting the CMA in the discharge of its functions under or in connection with this Order.

(signed) ROGER WITCOMB

Group Chair

14 December 2016

Schedule 1 – Amendment to the Electricity Supply Licence

Condition 22G is inserted into the Electricity Supply Licence as follows.

Condition 22G – Requirements for Restricted Meters

Obligation to make available Relevant Tariffs

- 22G.1 Subject to paragraphs 22G.2 and 22G.3 and its obligations under condition 22 (Duty to offer and supply under Domestic Supply Contract), the Relevant Licensee must make all Relevant Tariffs available immediately for each Relevant RMI Customer to enter into a Domestic Supply Contract.
- 22G.2 Where a Relevant RMI Customer requests a Relevant Tariff and the Relevant Licensee is unable to make that Relevant Tariff available immediately, the Relevant Licensee must ensure that contractual arrangements are in place so that, as from the date a new Domestic Supply Contract comes into effect, the terms of that contract provide that the Relevant Tariff will apply retrospectively as from an earlier date which:
- (a) is commensurate with the period of delay in making the Relevant Tariff available; and
 - (b) takes into account the period of time the Relevant Licensee has been responsible for supplying the Relevant RMI Customer's premises.
- 22G.3 The Relevant Licensee must not make their compliance with paragraph 22G.1, or any Contract that is or may be concluded as a result of complying with paragraph 22G.1, conditional upon the Relevant RMI Customer changing their existing Relevant Restricted Metering Infrastructure, or incurring any additional costs or any other financial charge associated with keeping their existing Relevant Restricted Metering Infrastructure.
- 22G.4 The Relevant Licensee may apply to the Authority to request a direction concerning the compliance with paragraph 22G.1 where, due to material technical reasons which cannot be resolved within a reasonable period, the Relevant Tariffs cannot be made available to one or more Relevant RMI Customers.
- 22G.5 Where the Relevant Licensee works in partnership with a White Label Tariff Provider, with a standalone IT platform, and the White Label Tariff Provider supplies electricity to fewer than 50,000 Domestic Customers,

the Relevant Licensee may apply to the Authority for a direction concerning its compliance with paragraph 22G.1 in respect of the White Label Tariff Provider.

- 22G.6 If the Authority has given a direction to the Relevant Licensee pursuant to paragraphs 22G.4 or 22G.5, the Relevant Licensee is not required to comply with paragraph 22G.1 to the extent set out in such direction but is required to comply with any alternative obligations specified by the Authority.
- 22G.7 The Relevant Licensee must comply with paragraphs 22G.1 and 22G.2 from 1 September 2017 until 31 December 2020.
- 22G.8 For the purposes of paragraphs 22G.1 to 22G.7, where there are any Affiliate Electricity Licensees, the Relevant Licensee and all Affiliate Electricity Licensees are treated as one and the same Retail Electricity Supplier.

Obligation to provide information

- 22G.9 The Relevant Licensee must provide the Specified Information to each Relevant RMI Customer in each Relevant RMI Customer's Bill, Statement of Renewal Terms, or other regular written correspondence with the Relevant RMI Customer, in a manner designed to promote positive engagement (which may be specified by the Authority).
- 22G.10 The licensee must use all reasonable endeavours to provide each RMI Customer supplied by the licensee with the RMI Customer Information in a timely manner after the RMI Customer has submitted a request for, or other relevant inquiry concerning, any of the RMI Customer Information.
- 22G.11 The licensee must provide the Relevant Citizens Advice Body with information concerning RMI Customers' metering infrastructure in a timely manner after the Relevant Citizens Advice Body has submitted a request and in such format specified by the Relevant Citizens Advice Body.
- 22G.12 The Relevant Licensee must comply with paragraph 22G.9 from 1 September 2017 until 31 December 2020.
- 22G.13 The licensee must comply with paragraphs 22G.10 and 22G.11 from 15 December 2016 until 31 December 2020.

Reporting obligation

22G.14 The licensee must give the Authority any Information that it reasonably requests about the licensee's compliance with paragraphs 22G.1 to 22G.6 and 22G.9 to 22G.11 (as applicable) as soon as reasonably practicable after receiving a request from the Authority.

22G.15 The licensee must give the Authority any Information that it reasonably requests to assess the impact and effectiveness of the obligations contained in paragraphs 22G.1 to 22G.6 and 22G.9 to 22G.11 (as applicable) as soon as reasonably practicable after receiving a request from the Authority.

Definitions for condition

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| Annual Consumption Breakdown | means a breakdown of the Annual Consumption Details by each Consumption Window for which data is recorded. |
| Consumption Window | means each separate period within a total period of 24 hours in which electricity consumption was recorded and charged at a distinct Unit Rate. |
| Economy 7 Metering Infrastructure | <p>means one or more Electricity Meters installed in the same premises whereby, in each period of 24 hours:</p> <p>(a) the peak electricity consumption level is recorded during seventeen 'day/normal' hours and the off-peak electricity consumption level is recorded during seven 'night/low' hours; or</p> <p>(b) if any Electricity Meter is located in the South Scotland Distribution Area and the peak electricity consumption level is recorded during 15.5 'day/normal' hours and the off-peak electricity consumption level is recorded during 8.5 'night/low' hours',</p> <p>but in each of the above cases excluding any Electricity Meter (i) with a third (electric heating) register, in addition to the 'day/normal' and 'nigh/low' registers; or (ii) where part of the off-peak period occurs between 1200 and 1630 (with the remainder of the off-peak period occurring during a night-time period).</p> |

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| MPAN | means the Meter Point Administration Number, as the reference number used to uniquely identify electricity supply points in Great Britain. |
| Prepayment Metering Infrastructure | means one or more Electricity Meters installed in the same premises operating in a mode which requires a customer to pay charges in advance. |
| Relevant Citizens Advice Body | means Citizens Advice or Citizens Advice Scotland (as applicable). |
| Relevant Licensee | means a licensee that supplies electricity to 50,000 or more Domestic Customers. |
| Relevant Restricted Metering Infrastructure | means Restricted Metering Infrastructure, excluding any Economy 7 Metering Infrastructure, Smart Metering Infrastructure or Prepayment Metering Infrastructure. |
| Relevant RMI Customer | means a Domestic Customer receiving the supply of electricity through Relevant Restricted Metering Infrastructure. |
| Relevant Tariff | means a Tariff which continues to be capable of being entered into by a Single-Rate Customer in the same Region as the Relevant RMI Customer, for the supply of electricity from the supplier, provided that a Tariff shall only be a Relevant Tariff in respect of an individual RMI Customer where that Relevant RMI Customer meets all the terms, conditions and requirements of the Tariff that do not relate to the Relevant Restricted Metering Infrastructure. |
| RMI Customer | means a Domestic Customer receiving the supply of electricity through Restricted Metering Infrastructure, excluding any Economy 7 Metering Infrastructure and Smart Metering Infrastructure. |
| RMI Customer Information | means a RMI Customer's meter type; name of their current Tariff (including method of payment); Annual Consumption Details; MPAN; Annual Consumption Breakdown; all Standing Charges and Unit Rates for that RMI Customer that apply to each Consumption Window; the length of time and the hours within which |

time is recorded for each Consumption Window; and contact details for Citizens Advice.

Restricted Metering Infrastructure

means (a) one Electricity Meter whereby electricity consumption in two or more Consumption Windows is separately recorded on two or more registers; or (b) two or more Electricity Meters (each with one or more registers) installed in the same premises whereby electricity consumption for distinct purposes is separately recorded on such Electricity Meters.

Single-Rate Customer

means a Domestic Customer receiving the supply of electricity through Single-Rate Metering Infrastructure.

Single-Rate Metering Infrastructure

means any Electricity Meter installed in a particular premises whereby electricity consumption is recorded on one register and through which electricity is continuously provided, and excludes Restricted Metering Infrastructure.

Smart Metering Infrastructure

means (a) any type of Electricity Meter which forms part of a Smart Metering System; and (b) an Electricity Meter, either on its own or with an ancillary device, which has functionality similar to a Smart Metering System in respect of elements other than the measurement of consumption for multiple time periods and/or providing remote access to data.

South Scotland PES Area

means the geographical area which corresponds with the distribution services area described in Annexe 3 (Scottish Distribution Licence) of the Scheme made by the Secretary of State on 28 September 2001 pursuant to paragraphs 1, 13 and 17 of Schedule 7 to the Utilities Act 2000, in respect of the licences granted to Scottish Power UK PLC and Manweb PLC under sections 6(1)(a) to (c) and 6(2) of the Electricity Act 1989.

Specified Information

means (a) a statement that the Relevant RMI Customer is able to change their electricity supplier or change to a Relevant Tariff without having to change, nor incurring any costs or any other financial charge associated with replacing, their Electricity Meter; and

(b) contact details for the Relevant Citizens Advice Body.

**Statement of Renewal
Terms**

means the statement provided for by Standard Licence Condition 22C.

Schedule 2 – Template Restricted Meters Remedy Compliance Statement

Restricted Meters Remedy Compliance Statement for [insert name of Retail Electricity Supplier]

[I/We], [insert name(s)], confirm on behalf of [insert name of Retail Electricity Supplier(s)] that during the period commencing on [insert date] and ending on [insert date], [insert name(s) of Retail Electricity Supplier(s)] [has][have] complied with The Energy Market Investigation (Restricted Meters) Order 2016.

FOR AND ON BEHALF OF [NAME OF RETAIL ELECTRICITY SUPPLIER(S)]

Signature:

Name:

Title:

Date: