

**DCP 209 Draft Legal Text**

**Resolving Unregistered Customers/Consumers**

**Add a new definition in Clause 1.1 as follows:**

<b>Resolving Unregistered Consumers Code of Practice</b>	means the code of practice of that name set out in Schedule [ ] <sup>4</sup> .
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**Add a new Clause 32A as follows:**

**32A. RESOLVING UNREGISTERED CONSUMERS**

32A.1 From [the date that is 4 months after implementation date]<sup>2</sup> the Company shall comply with the obligations of the ‘Distributor’ set out in the Resolving Unregistered Consumers Code of Practice (or procure that another person undertakes such obligations on the Company’s behalf) and shall use reasonable endeavours to do so prior to then.

32A.2 From [the date that is 4 months after implementation date]<sup>3</sup> the User (where it is a Supplier Party) shall comply with the obligations of the ‘Supplier’ set out in the Resolving Unregistered Consumers Code of Practice (or procure that another person undertakes such obligations on the User’s behalf) and shall use reasonable endeavours to do so prior to then.

32A.3 The Resolving Unregistered Consumers Code of Practice establishes a minimum standard. Nothing in this Clause 32A shall prevent a Party providing or procuring a service for resolving Unregistered Consumers (as defined in the Resolving Unregistered Consumers Code of Practice) that goes beyond the obligations set out in the Resolving Unregistered Consumers Code of Practice.

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<sup>1</sup> To be added as first available schedule at time of implementation.

<sup>2</sup> Date to be included at time of implementation – being 4 months thereafter.

<sup>3</sup> Date to be included at time of implementation – being 4 months thereafter.

**Add new definitions to paragraph 2.1 of Schedule 23 as follows:**

<b>Domestic Customer</b>	has the meaning given to that expression in the Supplier licences.
<b>Personal Characteristics or Circumstance</b>	includes: (a) the Domestic Customer being of pensionable age; or (b) the Domestic Customer being chronically sick, or having an impairment, disability, long term medical condition (including but not limited to a visual, auditory, literacy or mobility impairment), or severe financial insecurity (they are unable to safeguard their personal welfare or the personal welfare of other members of the household).
<b>Priority Services</b>	is to be interpreted by reference to the licence obligations of Distributors and Suppliers concerning their priority service registers.

**Amend the definition of "Vulnerable Customer" in paragraph 2.1 of Schedule 23 as follows:**

<b>Vulnerable Customer</b>	means a <u>Domestic Customer who, due to their Personal Characteristics or Circumstance or otherwise being in a vulnerable situation, may require Priority Services or additional support</u> <del>is (or who lives at the Premises with another occupant who is) of Pensionable Age (as defined in the Supply Licences) or disabled or chronically sick.</del>
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**Add a new Schedule as attached.**