RETAIL ENERGY CODE

Green Deal Arrangements

RETAIL ENERGY CODE

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SCHEDULE 18

Green Deal Arrangements Schedule

Version: 2.2 Effective Date: 07 November 2025

Electricity Suppliers	Mandatory for Green Deal Licensees
Gas Suppliers	N/A
Distribution Network Operators	Mandatory
Gas Transporters	N/A
DCC	N/A
Metering Equipment Managers	N/A
Non-Party REC Service Users	Mandatory for Green Deal Users

Change History

Version Number	Implementation Date	Reason for Change
0.1	N/A	Version for Summer 2020 publication
0.2	N/A	Draft
2.0	1 September 2021	Incorporating Consultation Responses
2.1	4 November 2022	R0036
2.2	07 November 2025	R0157, R0279

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PART A – General Provisions

1 Introduction

1.1. The Green Deal arrangements aim to promote the efficient use of energy in a way which protects the interests of Consumers, promotes effective competition between Electricity Suppliers and promotes effective competition between Green Deal Providers.

1.2. This REC Schedule describes the arrangements for parties that are involved in the Green Deal arrangements, covering:

(a) the arrangements for becoming a Green Deal User;

(b) the end-to-end processes for establishing Green Deal Plans and managing ongoing updates;

(c) the collection of Green Deal Charges through electricity bills by Mandatory Green Deal Suppliers and Voluntary Green Deal Suppliers; and

(d) the remittance of Green Deal payments to Green Deal Providers or their nominees.

1.3. This REC Schedule should be read in conjunction with the GDCC Service Definition, which describes:

(a) the internet portal used to provide access to Green Deal Arrangements Data for Green Deal Users; and

(b) the interactions with Green Deal Users, EPC Registers and the Electricity Enquiry Service in order to maintain the Green Deal Arrangements Data within the Green Deal Central Charging Database (GDCC).

1.4. RECCo shall contract with a service provider for provision of the GDCC Service consistent with the description set out in the GDCC Service Definition. Where necessary, RECCo shall exercise its rights under the service provider contract to ensure that the contract remains consistent with the GDCC Service Definition and this REC Schedule.

1.5. Each Electricity Supplier shall take all steps within its control to ensure that RECCo complies with its obligation under Paragraph 1.4.

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1.6. Changes to this REC Schedule and the GDCC Service Definition shall be progressed in accordance with the REC Change Management Schedule.

1.7. Words in this REC Schedule which begin with a capital letter and which are not defined in the Interpretations and Definitions Schedule shall have the meaning given to them in the Green Deal Framework Regulations.

2 Green Deal Arrangements Agreement

2.1. The Green Deal Framework Regulations establish a scheme to make provision for certain matters relating to the Green Deal.

2.2. Regulation 24 of the Green Deal Framework Regulations requires each Green Deal Provider to enter into and comply with an agreement (referred to in the Green Deal Framework Regulations as the Green Deal Arrangements Agreement) as a condition of its authorisation.

2.3. This REC Schedule, together with the other parts of this Code with which Green Deal Users are obliged by their Access Agreements to comply, comprises the Green Deal Arrangements Agreement referred to in the Green Deal Framework Regulations.

2.4. Condition 38 (Green Deal Arrangements Agreement) of the Electricity Supply Licences provides that there shall be an agreement between those electricity supply licensees who are mandatory or voluntary participants in the Green Deal, all Green Deal Providers and such other persons as are appropriate parties for payment and remittance purposes or continuity purposes.

2.5. This REC Schedule, together with the parts of this Code which apply in relation to the Green Deal, comprises the Green Deal Arrangements Agreement referred to in the Electricity Supply Licences.

PART B – Green Deal Users

2.6. For the purposes of Condition 38 of the Electricity Supply Licences:

(a) persons who intend to be assigned the right to receive Green Deal Charges are

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capable of being appropriate parties to this REC Schedule for payment and remittance purposes; and

(b) the objective of this REC Schedule is that as outlined in Paragraph 1.1 save that the words "promotes effective competition between Green Deal Providers" are excluded.

3 Becoming a Green Deal User

3.1. Organisations wishing to participate in the Green Deal arrangements shall become a Green Deal User in accordance with this Part B.

3.2. Once an organisation has become a Green Deal User, all rights and obligations set out in this REC Schedule shall apply until such time as the organisation ceases to be a Green Deal User in accordance with Paragraph 6.

3.3. Green Deal Users are categorised as follows:

(a) Electricity Suppliers;

(b) Green Deal Providers;

(c) Green Deal Finance Parties;

(d) Green Deal Remittance Processors; and

(e) Distribution Network Operators acting in their capacity as MPAS Providers.

Green Deal User Application Process

3.4. An application to become a Green Deal User includes three separate processes:

(a) for:

(i) an organisation that is eligible to become a Party to this Code, Qualification in accordance with the Qualification and Maintenance Schedule; or

(ii) an organisation that is not eligible to become a Party to this Code, entry into an Access Agreement in accordance with the Qualification and Maintenance Schedule;

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(b) establishing access to the Data Transfer Network, including accession to the Data Transfer Services Agreement; and

(c) establishing the required Green Deal User Data in accordance with the process set out in Paragraph 3.8 onwards.

3.5. The Code Manager shall only approve an application from a potential Green Deal User if, at the date of its completed application:

(a) in the case of admission as an Electricity Supplier, the applicant holds an Electricity Supply Licence; and

(b) in the case of admission as a Green Deal Provider, the applicant holds a Green Deal Provider Authorisation;

(c) in the case of admission as a Green Deal Finance Party, the applicant is either:

(i) a bank or financial institution or a trust, fund or other entity, which is regularly engaged in or established for the purpose of making, purchasing or investing in loans, securities or other financial assets; or

(ii) a Green Deal Provider who is engaged in or established for the purpose of making, purchasing or investing in loans, securities or other financial assets;

(d) in the case of admission as an Green Deal Remittance Processor, either Paragraph 3.6 or 3.7 applies to the applicant; and

(e) in the case of admission as Distribution Network Operator, the applicant holds an Electricity Distribution Licence.

Designating a Green Deal Remittance Processor

3.6. Where an organisation wishes to become a Green Deal Remittance Processor only, a Green Deal Provider or Green Deal Finance Party who is a Green Deal User in that role, must confirm to the Code Manager that the organisation applying to become a Green Deal Remittance Processor is to act for them in this role.

3.7. Any organisation wishing to become both a Green Deal Provider or Green Deal Finance Party and a Green Deal Remittance Processor may do so subject to the conditions on Green Deal Provider applications in Paragraph 3.4.

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Process for establishing Green Deal User Data

3.8. Each Green Deal User required to exchange Market Messages with the GDCC shall have a set of data associated to it within the GDCC, and this shall determine the routing of Market Messages. This Green Deal User Data shall comprise:

(a) Market Participant Identifiers (MPIDs), associated Market Participant Role Code(s) and associated effective date(s) as entered in Market Domain Data in accordance with the BSC;

(b) applicable bank account details;

(c) for Green Deal Providers, their associated Green Deal Remittance Processors;

(d) for Green Deal Remittance Processors, their associated Green Deal Provider(s); and

(e) details of the Green Deal User's Green Deal Plans.

3.9. The Code Manager shall ensure that the data referred to in Paragraph 3.8 is maintained for each Green Deal User and incorporated within the overall Green Deal Arrangements Data within the GDCC. The Paragraphs below define the process for maintaining Green Deal Arrangements Data mastered by the Code Manager.

Creation of a new Market Participant Identifiers and Market Participant Role Codes

3.10. As part of the process to become a Green Deal User, each new Green Deal Provider, Green Deal Finance Party and/or Green Deal Remittance Processor shall establish a new Market Participant Identifier within the BSC Market Domain Data.

3.11. Existing Market Participants may add new Market Participant Role Codes to existing Market Participant Identifiers in the following scenarios:

(a) the addition of a Green Deal Provider and/or Green Deal Remittance Processor Role Code to an existing Market Participant Identifier; or

(b) the addition of the Green Deal Licensee Market Role Code to a Market Participant Identifier already associated with an Electricity Supplier who is a Mandatory Green

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Deal Licensee or a Voluntary Green Deal Licensee.

3.12. Where an Electricity Supplier is adding the Green Deal Licensee Role Code, it must be added to all Market Participant Identifiers for that organisation that have a Market Role Code for the Electricity Supplier role as defined in Market Domain Data.

3.13. The process to be used to add new Market Participant Identifiers and Market Role Codes is as follows:

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Ref	When	Action	From	To	Interface	Means
3.13.1	As required	Submit an application for the establishment of a new Market Participant Identifier or new Market Role Code.	Applicant	Code Manager	New MPID/ Market Role Code Application Form	REC Portal
3.13.2	Following receipt of the application form in 3.13.1	Confirm receipt of the application form and log all details.	Code Manager	Applicant	Not defined	REC Portal
3.13.3	Following 3.13.2	Complete a Market Domain Data Change Request form.	Code Manager		Internal process	N/A
3.13.4	Following 3.13.3	Submit request for a new Market Participant Identifier or Market Role Code.	Code Manager	BSCCo	MDD Change Request form	Not defined
3.13.5	Following receipt of the Market Domain Data Change Request in 3.13.4	Progress the proposed Market Domain Data change in accordance with the BSC. The Code Manager shall be notified if any issues are identified.	BSCCo		Internal process	N/A
3.13.6	Following approval of the Market Domain Data Change and publication of the	Update Green Deal Arrangements Data to include details of the new Green Deal User.	Code Manager	GDCC	N/A	Direct access

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	Market Domain Data release					
3.13.7	Following 3.13.6.	Issue updated Green Deal Arrangements Data.	GDCC	Green Deal Users	D0331 Update Green Deal Market Data	DTN

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Process for Establishing / Updating Bank Account Details

3.14. There are two different types of bank account details held in the GDCC in order to allow for the remittance of monies in various circumstances, specifically for:

(a) remittance of Green Deal Plan Charges to Green Deal Remittance Processors; and

(b) payment of reclaimed monies to Green Deal Licensees in respect of Green Deal Plan Charges.

3.15. These details must be provided to the Code Manager prior to a new Green Deal User being able to send and receive Market Messages. This information is sent to relevant Green Deal Users as part of the Green Deal Arrangements Data.

3.16. Where new bank account details are submitted, any existing details will be end-dated to the date before the new details take effect.

3.17. Any new or updated details should be provided to the Code Manager via the following process:

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Ref	When	Action	From	To	Interface	Means
3.17.1	As required	Send request for the addition or amendment of bank account details to an existing Market Participant Identifier and Market Role Code	Green Deal Remittance Processor; or Green Deal Licensee	Code Manager	Bank Account Details Form	REC Portal
3.17.2	Following receipt of the request in 3.17.1	Update Green Deal Arrangements Data to include new or updated bank account details.	Code Manager	GDCC	N/A	Direct access
3.17.3	Following 3.17.2.	Issue updated Green Deal Arrangements Data.	GDCC	Green Deal Users	D0331 Update Green Deal Market Data	DTN
3.17.4	At the same time as 3.17.2	Confirm receipt of changes and their proposed go-live date.	Code Manager	Green Deal Remittance Processor; or Green Deal Licensee	Not defined	REC Portal

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Green Deal Provider to Green Deal Remittance Processor(s)

3.18. In order to ensure the correct routing of information to Green Deal Remittance Processors that are acting as agents for one or more Green Deal Providers or Green Deal Finance Parties, the Green Deal Arrangements Data contains all such associations and the GDCC will only permit routing of data to valid Green Deal Remittance Processors based on this association.

3.19. The Green Deal Provider or Green Deal Finance Party is responsible for the provision of these details as set out below:

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Ref	When	Action	From	To	Interface	Means
3.19.1	As required	Send notification of an association in relation to one or more Green Deal Remittance Processors.	Green Deal Provider; or Green Deal Finance Party	Code Manager	Remittance Processor Association Form	REC Portal
3.19.2	Following receipt of the notification in 3.19.1	Update Green Deal Arrangements Data to include new association.	Code Manager	GDCC	N/A	Direct access
3.19.3	Following 3.19.2.	Issue updated Green Deal Arrangements Data.	GDCC	Green Deal Users	D0331 Update Green Deal Market Data	DTN
3.19.4	At the same time as 3.19.2	Confirm receipt of changes and their proposed go-live date.	Code Manager	Green Deal Provider; or Green Deal Finance Party	Not defined	REC Portal

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End-dating of Information

3.20. There will be occasions where a Green Deal User will wish to end date certain data in the Green Deal Arrangements Data. The items that may be end-dated are:

(a) the association between a given Market Participant Identifier and a Market Role Code; and

(b) the association between a Green Deal Provider or Green Deal Finance Party, and a Green Deal Remittance Processor.

3.21. Any requested end date must be equal to or greater than the next available go-live date for an update to the Green Deal Arrangements Data.

3.22. Where a Market Role Code is end-dated for any given Market Participant Identifier, any related bank account details will be end-dated to the same date.

3.23. Where an organisation ceases to be a Green Deal User without having requested the updating of their Green Deal Arrangements Data records to reflect the fact, the Code Manager shall raise a request to BSCCo to end date the relevant record(s) in MDD and amend the Green Deal Arrangements Data such that the overall record is end dated in line with the publication of the relevant MDD update.

3.24. Where a Green Deal User wishes to end date a particular association, they should follow the process below:

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Ref	When	Action	From	To	Interface	Means
3.24.1	As required	Send request to end date an association.	Green Deal User	Code Manager	End Association Form	REC Portal
3.24.2	Following receipt of the End Association Form in 3.24.1	Confirm receipt of the End Association Form and log all details.	Code Manager	Green Deal User	Not defined	REC Portal
3.24.3	Following 3.24.2, where an update to Market Domain Data is required	Complete a Market Domain Data Change Request form.	Code Manager		Internal process	N/A
3.24.4	Following 3.24.3	Submit request to end date Market Participant Role Codes for a Market Participant Identifier.	Code Manager	BSCCo	MDD Change Request form	Not defined
3.24.5	Following receipt of the Market Domain Data Change Request in 3.24.4	Progress the proposed Market Domain Data change in accordance with the BSC. The Code Manager shall be notified if any issues are identified.	BSCCo		Internal process	N/A
3.24.6	Following approval of the Market Domain Data Change and publication of the Market Domain	Update Green Deal Arrangements Data to include details of the Green Deal User end	Code Manager	GDCC	N/A	Direct access

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	Data release; or following 3.24.2 where an update to Market Domain Data is not required.	date.				
3.24.7	Following 3.24.6.	Issue updated Green Deal Arrangements Data.	GDCC	Green Deal Users	D0331 Update Green Deal Market Data	DTN

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4 Appeals by Green Deal Applicants

4.1. For an organisation which applies to become a Green Deal User in any capacity:

(a) appeals can, in the first instance, be made to the REC PAB in accordance with theQualification and Maintenance Schedule; and

(b) if the applicant is dis-satisfied with the decision of the REC PAB, or if no decision is communicated to the applicant within 25 Working Days of the applicant appealing the matter to the REC PAB, then the applicant may apply to court for a resolution.

5 Undertakings by Green Deal Users

5.1. Each Green Deal User shall remain a party to the Data Transfer Services Agreement.

5.2. Each Electricity Supplier and Green Deal Provider shall maintain in full force and effect all required authorisations at all times, namely:

(a) in the case of an Electricity Supplier, an Electricity Supply Licence; and

(b) in the case of a Green Deal Provider, a Green Deal Provider Authorisation.

5.3. A Green Deal Provider shall immediately notify the Code Manager if the Green Deal Provider:

(a) makes an application for the withdrawal of its Green Deal Provider Authorisation pursuant to Regulation 17 of the Green Deal Framework Regulations;

(b) is notified by the Secretary of State whether any application made by the Green Deal Provider pursuant to Regulation 17 of the Green Deal Framework Regulations is granted or refused;

(c) receives notice pursuant to Regulation 72 of the Green Deal Framework Regulations that the Secretary of State is minded to withdraw the provider's Green Deal Provider Authorisation; or

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(d) has its Green Deal Provider Authorisation withdrawn by the Secretary of State pursuant to Part 8 of the Green Deal Frameworks Regulations.

5.4. Subject to the objective of this REC Schedule (as stated in Paragraph 1.1) each Green Deal User shall conduct its marketing activities in connection with the Green Deal in a fair, transparent, appropriate and professional manner.

5.5. A Green Deal User's breach of this Paragraph 5 shall constitute an Event of Default.

6 Ceasing to be a Green Deal User

Green Deal Providers

6.1. A Green Deal Provider shall cease to be a Green Deal User where its Accession Agreement is terminated (or ends in so far as applicable to the Green Deal arrangements).

6.2. A Green Deal Provider cannot validly give notice to terminate its Access Agreement (or to end its application to the Green Deal arrangements) unless and until its Green Deal Provider Authorisation is withdrawn pursuant to either Regulation 17 or Part 8 of the Green Deal Frameworks Regulations

Electricity Suppliers

6.3. An Electricity Supplier shall cease to be a Green Deal User where:

(a) it ceases to be a Party to this Code; or

(b) if it is a Voluntary Green Deal Supplier and it is not an agent and trustee under s1(6) of the Energy Act 2011 for any Green Deal Provider, on the Electricity Supplier giving 15 Working Days' notice in writing to the Code Manager.

Green Deal Finance Parties

6.4. A Green Deal Finance Party shall cease to be a Green Deal User where its Access Agreement is terminated (or ends in so far as applicable to the Green Deal arrangements).

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6.5. A Green Deal Finance Party cannot validly give notice to terminate its Access Agreement (or to end its application to the Green Deal arrangements) unless and until there are no Nominated Green Deal Plans in force in relation to that Green Deal Finance Party.

6.6. If at least 6 months have elapsed since there was at least one Nominated Green Deal Plan in force in relation to a Green Deal Finance Party, then the Code Manager may terminate the Green Deal Finance Party's Access Agreement (insofar as relating to the Green Deal arrangements) by giving at least 15 Working Days' notice to the Green Deal Finance Party.

Other Green Deal Users

6.7. For those Green Deal Users which are not Electricity Suppliers, Green Deal Providers or Green Deal Finance Parties, they shall cease to be a Green Deal User where their Access Agreement is terminated (or ends in so far as applicable to the Green Deal arrangements).

7 Access to the Green Deal Arrangements Data

7.1. Green Deal Arrangements Data is available to Green Deal Users via a web interface, as described in the GDCC Service Definition. Accessible data items are based on the Green Deal User Category and reflected in the Data Access Matrix. Arrangements for amending the Data Access Matrix are as set out in the Data Access Schedule.

7.2. Electricity Suppliers, Green Deal Providers, Green Deal Finance Parties, Green Deal Remittance Processors, Distribution Network Operators and MPAS Providers will only be able to view data for periods for which they are (or were) the party carrying out defined activities in relation to that data, specifically:

(a) with the exception of Green Deal Charges, an Electricity Supplier shall only be permitted to view data relating to Green Deal Plan records for periods for which it is (or was) the Registered Supplier for the associated Metering Point;

(b) a Green Deal Provider, Green Deal Finance Party or Green Deal Remittance Processor shall only be permitted to view data relating to Green Deal Plan records for periods during which they are (or were) associated with that Green Deal Plan record in the GDCC; and

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(c) a Distribution Network Operator or MPAS Provider shall only be permitted to view data relating to those Metering Points for which it is responsible, based on the element of the Meter Point Administration Number that identifies the relevant Distribution Network Operator.

7.3. Each Green Deal User shall only be entitled to access data from the GDCC for the purposes of performing its obligations and exercising its rights under this REC Schedule, the Data Transfer Services Agreement and its Green Deal Plans.

8 Misuse

8.1. Access to and use of the GDCC database shall be monitored by the Code Manager, and any activity that raises concerns as to the intent of an individual or group of Green Deal Users shall be escalated to the REC Performance Assurance Board.

8.2. Where any suspected use of the GDCC in breach of this REC Schedule comes to the attention of the Code Manager, the Code Manager shall investigate such suspected misuse and, where appropriate, report its findings to the REC Performance Assurance Board.

8.3. Each Green Deal User shall co-operate with such investigations, including making records available and permitting access to business sites where necessary.

8.4. The REC Performance Assurance Board shall determine appropriate action in accordance with the Performance Assurance Schedule, which at its sole discretion may include notification of appropriate action and a timescale for remedy to the relevant Green Deal User, failing which the REC Performance Assurance Board may disable access for one or more Green Deal User personnel.

9 GDCC Terms of Use

9.1. Each Green Deal User shall (and shall ensure that its Authorised Persons) only use the GDCC for the purpose permitted in accordance with Paragraph 7.3.

9.2. Except as authorised by Clause 18 (Confidentiality) of the main body of this Code, or otherwise for the purposes of the Green Deal only, the Green Deal User shall not make available to any other person or publish or otherwise exploit modify or create derivate

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works from or combined with any other material in whole or in part of the Green Deal Arrangements Data that it may access via the GDCC from time to time (but excluding its own Green Deal User Data).

9.3. Each Green Deal User hereby undertakes that it will treat all Green Deal Arrangements Data (other than Green Deal User Data) as confidential and further undertakes that it will limit access to and use of Green Deal Arrangements Data on a strictly "need to know basis" for the purposes permitted in accordance with Paragraph 7.3 only.

9.4. Each Green Deal User shall:

(a) limit access and use of the GDCC to Authorised Persons only, and supervise and control access to and use of the GDCC by Authorised Persons in accordance with this REC Schedule;

(b) take all necessary steps to ensure that its employees, agents and subcontractors do not act or omit to act in such a way that would cause the Green Deal User to breach this REC Schedule;

(c) not display any part of the GDCC or Green Deal Arrangements Data on a public bulletin board, ftp (File Transfer Protocol) site, world wide web site, chat room or by any other unauthorised means;

(d) ensure that Authorised Persons are:

(i) informed of and are contractually bound to safeguard the confidential nature of the GDCC Data in accordance with this REC Schedule; and

(ii) competent in the use of the GDCC prior to use of the GDCC and understand the rights and obligations imposed in accordance with this REC Schedule; and

(e) have the business controls in place that are necessary to ensure compliance with this Schedule.

9.5. No Green Deal User shall:

(a) knowingly introduce to the GDCC any viruses, Trojans, worms, logic bombs or other material that is malicious or technologically harmful;

(b) attempt to gain unauthorised access to the GDCC, the server on which the GDCC is

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stored or any server, computer or database connected to the GDCC (including via the Data Transfer Network); or

(c) attack the GDCC via a denial-of-service attack or a distributed denial-of service attack.

9.6. Each Green Deal User shall promptly notify the Code Manager if the Green Deal User becomes aware of any unauthorised or unlawful processing of, loss of, damage to, destruction or corruption of, or misuse of any GDCC Data, or of any security breach that could compromise the security or integrity of the GDCC and/or the GDCC Data or otherwise adversely affect the GDCC or any one or more Green Deal Users (including that passwords have or are suspected to have been disclosed or obtained).

9.7. RECCo shall not be liable under or in connection with this REC Schedule for:

(a) any delay or failure of a Green Deal User to receive or obtain (in each case in whole or in part) any GDCC Data;

(b) any loss or damage substantially caused or contributed to by failure of any systems which interface with the GDCC and which cause any GDCC performance or availability failure, including (i) the Data Transfer Network; and (ii) interfaces between the GDCC and the EPC Registers;

(c) any corruption, omission, error, inaccuracy, incompleteness, unreliability, lack of currency or lack of updating of or in any GDCC Data provided, supplied, received or obtained pursuant to this Agreement; or

(d) any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect the Green Deal User's computer equipment, computer programs, data or other proprietary material due to the Green Deal User's use of the GDCC or to the Users use of or uploading of any GDCC Data.

10 Additional Legal Provisions

Data Protection Requirements

10.1. Paragraphs 10.2 to 10.8 apply in addition to Clause 19 (Data Controller Obligations) and Clause 20 (Data Processor Obligations) of the main body of this Code.

10.2. Each Green Deal Provider undertakes to provide or make available (as appropriate), at

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such time as is required by the Data Protection Legislation, a Fair Processing Notice on its own behalf and on behalf of other Data Controllers which will be processing Personal Data in connection with the relevant Green Deal Plan, including to:

(a) each Improver with whom it has agreed to a quotation concerning a proposed Green Deal Plan;

(b) each first Green Deal Bill Payer (who is not the Improver) in respect of a Green Deal Plan which the Green Deal Provider has entered into; and

(c) each Default Bill Payer in respect of a Green Deal Plan, other than a Nominated Green Deal Plan, with that Green Deal Provider,

10.3. but only if those Improvers, Green Deal Bill Payers or Default Bill Payers (as appropriate) are Data Subjects.

10.4. Each Electricity Supplier undertakes to provide or make available (as appropriate), at such time as is required by the Data Protection Legislation, a Fair Processing Notice to each of its Consumers who becomes a Green Deal Bill Payer (after the first Green Deal Bill Payer) in respect of a Green Deal Plan, but only if those Consumers are Data Subjects.

10.5. Each Green Deal Finance Party undertakes to provide or make available (as appropriate), at such time as is required by the Data Protection Legislation, a Fair Processing Notice on its own behalf and on behalf of other Data Controllers processing Personal Data in connection with the relevant Green Deal Plan to each Default Bill Payer in respect of a Nominated Green Deal Plan which has been transferred to that Green Deal Finance Party, but only if those Default Bill Payers are Data Subjects.

10.6. For the avoidance of doubt, the obligations in Paragraphs 10.2 to 10.4 may be satisfied by Electricity Suppliers, Green Deal Providers or Green Deal Finance Parties (as appropriate) incorporating the Fair Processing Notice into any other notice they provide to their Consumers in connection with the processing of Personal Data.

10.7. It is acknowledged that in providing the GDCC for each Green Deal User, RECCo (via its REC Service Provider) may act in the capacity of a Data Processor on behalf of that Green Deal User. Where this is the case, Clause 20 (Data Processor Obligations) applies. The Personal Data which the GDCC Operator processes as a Data Processor on behalf of Green Deal Users will be the Personal Data which is included within Green Deal User Data. The purpose of such processing is to provide the Green Deal

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arrangements described in this REC Schedule. The full description of the subject matter, nature and purpose of the processing, and the type of personal data is described in Appendix 1.

10.8. Each Green Deal User undertakes that it shall not process any personal data collected by another participant in the Green Deal in connection with the Green Deal for any purposes other than performing its obligations and exercising its rights under this REC Schedule and/or the Data Transfer Services Agreement or otherwise in compliance with law. No Green Deal User shall process such data for its own marketing purposes or commercial promotion without the prior written consent of that other participant.

10.9. The Code Manager shall maintain and publish on a website specified by the Secretary of State a detailed and accurate list of Data Controllers who are expected to Process Personal Data in connection with the Green Deal.

Liability Limits

10.10. Paragraph 10.10 applies in addition to Clause 14 (limitation of Liability) of the main body of this Code.

10.11. The caps on liability set out in Clause 14.3 of the main body of this Code shall not apply in respect of liability arising under or in connection with this REC Schedule. Instead, the Liability of each Green Deal User and of RECCo under or in relation to this REC Schedule shall be limited to five million pounds (£5,000,000).

Third Party Rights

10.12. Paragraph 10.12 supplements Clauses 26.11, 26.12 and 26.13 (Contract (Rights of Third Parties) Act 1999) of the main body of this Code.

10.13. The following persons shall be entitled to enforce the following provisions of this REC Schedule:

(a) the Secretary of State shall be entitled to enforce the provisions of this REC Schedule that confer a right on the Secretary of State; and

(b) applicants shall be entitled to enforce their appeal rights under Paragraph 4.

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11 Transfer of rights and obligations to Green Deal Finance Parties

Transfer by Green Deal Provider

11.1. A Green Deal Provider may transfer certain rights and obligations under this REC Schedule to a Green Deal Finance Party, in respect of one or more Green Deal Plans (including the right to receive remittances of Green Deal Charges) by means of a duly executed Notice of Transfer.

11.2. Upon a Notice of Transfer under Paragraph 11.1 (and any changes to its Annex) becoming effective (in accordance with the form set out on the REC Portal):

(a) the relevant Green Deal Provider shall notify the relevant Electricity Supplier(s) and the Secretary of State within 2 Working Days;

(b) the effect of that Notice of Transfer shall be to transfer, with respect to the Nominated Green Deal Plans:

(i) all of the Green Deal Provider's rights under this Schedule;

(ii) the obligations in Paragraphs 15.1, 15.2, 17.1, 20.7, 20.33, 21.5.1, 21.9 and 21.12.

(c) the references to the term "Green Deal Provider" in the definition of Remittance Person, the definition of Green Deal Trust Property and in Paragraphs 14.4, 14.3.20, 15.2.1, 16.3.1, 20.1 to 20.8, 21.1, 21.3 and 21.15 shall be deemed to be replaced by a reference to that Green Deal Finance Party, with respect to the Nominated Green Deal Plan(s); and

(d) the relevant Green Deal Finance Party undertakes to the relevant Electricity Supplier(s) to honour the obligations transferred to that Green Deal Finance Party under the Notice of Transfer.

Transfer by Green Deal Finance Party

11.3. A Green Deal Finance Party may novate its rights and obligations under this REC Schedule in respect of one or more Nominated Green Deal Plans to another Green Deal Finance Party, by means of a duly executed Notice of Transfer.

11.4. Upon a Notice of Transfer under Paragraph 11.3 (and any changes to its Annex) becoming effective (in accordance with the form set out on the REC Portal):

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(a) the transferor Green Deal Finance Party shall notify the relevant Electricity Supplier(s) and the Secretary of State within 2 Working Days; and

(b) the transferee Green Deal Finance Party shall have all rights and obligations set out in the Notice of Transfer, in respect of the relevant Nominated Green Deal Plans.

Part C – Operational Processes

12 Message Exchange and Validation

12.1. Each GDCC User shall ensure that:

(a) any data that it sends to the GDCC or enters onto the database is correct; and

(b) any communication to the GDCC via a Market Message shall contain the required information, as set out in the Data Specification, to allow the processing of that Market Message.

12.2. A GDCC User may not send a notification to the GDCC that would have the effect of requiring a manual retrospective change to Green Deal Arrangements Data in relation to a period prior to the organisation becoming a GDCC User.

12.3. Validation by the GDCC shall include:

(a) initial data validation;

(b) MPAN Core validation;

(c) Green Deal Charge Data validation; and

(d) Standard message validation.

12.4. Initial data validation shall include confirmation that:

(a) all mandatory fields are present;

(b) the Party Instruction Number provided is unique for the sending party;

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(c) the EPC Property Reference Number provided is in the required format for the relevant EPC Register;

(d) the EPC Report Reference provided is in the required format for the relevant EPC Register;

(e) the MPAN Core(s) provided are for a valid MPAS identifier;

(f) the postcode provided is in a valid format;

(g) the Green Deal Provider Plan Creator value is in the valid set;

(h) the Green Deal Provider Registration Reference is recognised by the GDCC;

(i) where the Green Deal Provider Plan Creator value is set to 'P', the Green Deal Provider Registration Reference is associated to the Green Deal Provider MPID for the sender of the request; or set to 'A', the Green Deal Provider Registration Reference is associated to the Green Deal Provider MPID of the Green Deal Finance Party who is the sender of the request; and

(j) the Green Deal Provider MPID is both valid and associated with the appropriate role for the effective date of the proposed new Green Deal Plan ID.

12.5. MPAN Core validation requires the GDCC to compare the MPAN Core provided via the relevant Market Message with data held by the Electricity Enquiry Service to ensure the following conditions are met:

(a) the MPAN Core is not associated to an export supply;

(b) the MPAN Core has a 'Traded' status;

(c) the MPAN Core Is registered to an Electricity Supplier who is a Green Deal Licensee; and

(d) the MPAN Core Is not 'in flight' between Electricity Suppliers; and

(e) the MPAN Core does not have a future registration to an Electricity Supplier who is not a Green Deal Licensee.

12.6. Green Deal charge data validation shall include confirmation that:

(a) the submitted first Green Deal Charge Start Date is not less than 20 Working Days

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or more than 60 Working Days from the date of entry of the Green Deal Arrangements Data onto the GDCC;

(b) the Green Deal Arrangements Data includes a contiguous series of Green Deal Charge Periods, each with a relevant Green Deal Charge Start Date and a relevant Green Deal Charge End Date, and the last Green Deal Charge End Date and the Green Deal Plan End Date shall be the same as the end date for the relevant Green Deal Plan; and

(c) the aggregate of the Green Deal Electricity Savings, the Green Deal Gas Savings and the Green Deal Other Fuel Savings minus the aggregate Daily Green Deal Charges for the 12 month period commencing on the first Green Deal Charge Start Date results in a zero or positive value (a pass). Where the calculation results in a negative value the data shall fail validation.

12.7. Standard message validation shall include confirmation that:

(a) the Party Instruction Number provided is unique for the sending party;

(b) only the required fields are populated;

(c) the Green Deal Plan ID provided is present in the database;

(d) the status of the Green Deal Plan is appropriate for the specific message;

(e) the Green Deal Plan record is in a state where an update can be processed e.g. previous messages have been received or another change is not already being processed;

(f) that the sending party is the Green Deal Provider or Electricity Supplier associated to the Green Deal Plan ID in the GDCC; and

(g) the Green Deal Provider MPID is both valid and associated with the appropriate role for the effective date of the proposed Green Deal Plan record status update.

12.8. Verification by the Electricity Supplier shall include confirmation that:

(a) the Green Deal MPAN Core corresponds with the relevant Electricity account number;

(b) the Electricity Supplier is registered against the Green Deal MPAN Core and, at the time of the verification, it considers that such registration is not an Erroneous

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Registration; and

(c) the Consumer for the relevant Electricity account number is reasonably identifiable by name.

12.9. If at anytime, the GDCC validation identifies an issue that cannot be resolved (e.g. the incoming Market Message cannot be associated to a valid GDCC Instruction Number), then the GDCC shall generate a report for Code Manager investigation. The Code Manager shall inform the sender of the Market Message within 2 Working Days of the Market Message being received by the GDCC, who shall resolve the issue in accordance with Paragraph 12.10.

12.10. Where a Market Message is rejected as a result of any validation (including supplier verification) defined in this Paragraph 12, the Green Deal Provider or Electricity Supplier shall have the option:

(a) to send a notification to the GDCC containing revised data that it wishes to resubmit;

(b) where the relevant Green Deal Plan has already been entered into, to send a notification to the GDCC to reflect the Green Deal Plan having come to an end; or

(c) where a proposed Green Deal Plan has not been entered into, to send a notification to the GDCC to reflect the ending of the setup and validation process.

12.11. The GDCC shall record the status of each Green Deal Plan record and have logical rules regarding status transition. These statuses are as follows:

(a) **New** - where a unique Green Deal Plan ID has been created and initial checks undertaken in the GDCC, but no request for a notification to be sent to the Green Deal Bill Payer has been generated to the relevant Green Deal Licensee;

(b) **Pending** - where a request has been generated to the Green Deal Licensee to issue an initial notification of a pending Green Deal Plan to the Green Deal Bill Payer, and the Green Deal Licensee has confirmed that supplier verification has been successful in relation to that request;

(c) **Live** - Green Deal Charge information has been sent to the Green Deal Licensee and the Green Deal Licensee has confirmed that the supplier verification has been successful in relation to that request;

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(d) **Complete** - the Green Deal Plan Actual End Date associated with a Green Deal Plan record in the GDCC has been reached; and

(e) **Cancelled** - The Green Deal Provider has successfully notified the GDCC that a Green Deal Plan was cancelled at a date prior to any "GD MPAN EFD" or "GD MPAN ETD" being applied to the associated Green Deal MPAN Core in MPAS.

12.12. The statuses defined in Paragraph 12.11 shall be utilised throughout the Green Deal process contained in this Schedule, with allowable activities defined by the current status of the relevant Green Deal Plan. The allowed transitions between statuses are set out below:

Status	
From	To
-	New
New	Cancelled
Cancelled	-
New	Pending
Pending	Complete
Live	Complete
Complete	-

13 Establishing and Maintaining a Green Deal Plan

Establishing a new Green Deal Plan

13.1. Where a Green Deal Provider agrees a quotation for a proposed Green Deal Plan, it shall ensure the relevant details are included within the GDCC, in accordance with the interface table below.

Ref	When	Action	From	To	Interface	Means
13.1.1	As required	Provide details of a proposed Green Deal Plan.	Green Deal Provider	GDCC	D0317 Create new Green Deal Plan	DTN
13.1.2	Following receipt of the notification in 13.1.1 and within 2 Working Days.	Carry out initial data validation and MPAN Core validation in accordance with Paragraphs 12.4 and 12.5. If the message fails validation, progress to 13.1.6. If the message passes validation, progress to 13.1.3.	GDCC		Internal process	N/A
13.1.3	Following 13.1.2.	Send details of the Green Deal Plan and identity of Green Deal Provider.	GDCC	EPC Register	Not Defined	System interface
13.1.4	Following receipt of the notification in 13.1.3	Validate that: a. the EPC Property Reference Number, and EPC Report Reference both relate to the same premises on the EPC Register; and	EPC Register		Internal process	N/A

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		b. the EPC Report Reference relates to an EPC Report produced after 1st April 2012 for an entry on the EPC Register for England & Wales, or after 1st October 2012 for an entry on the EPC Register for Scotland.				
13.1.5	Following 13.1.4	Send notification setting out whether the proposed Green Deal Plan has passed or failed validation.	EPC Register	GDCC	Not defined	System interface
13.1.6	Following 13.1.2 or 13.1.5, where the notification fails validation.	Send notification that the proposed Green Deal Plan has failed validation.	GDCC	Green Deal Provider	D0339 Reject Initial Plan Request	DTN
13.1.7	Following 13.1.6 and within 3 WDs.	Determine next steps and restart from 13.1.1 if required.	Green Deal Provider		Internal process	N/A
13.1.8	Following 13.1.5 where the notification passes validation.	Create a Green Deal Plan record with the status of "New".	GDCC		Internal process	N/A
13.1.9	Following 13.1.8	Send notification that a new Green Deal Plan record has been established.	GDCC	EPC Register	Not defined	System interface

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13.1.10	Following 13.1.8	Send notification that a new Green Deal Plan record has been established.	GDCC	Electricity Supplier	D0319 Request for Initial Green Deal Licensee validation	DTN
13.1.11	Following the receipt of the notification in 13.1.10	Perform supplier verification in accordance with 12.8. If the message fails validation, progress to 13.1.12. If the message passes validation, progress to 13.1.13.	Electricity Supplier		Internal process	N/A
13.1.12	Following 13.1.11, where the notification fails validation and within 1 WD of 13.1.10.	Send notification that the proposed Green Deal Plan has failed supplier verification.	Electricity Supplier	GDCC	D0341 GD Licensee Response to GDCC	DTN
13.1.13	Following 13.1.11, where the notification passes validation and within 2 WDs of 13.1.10.	Send notification that the proposed Green Deal Plan has passed supplier verification and: a. if the Consumer has a Prepayment Meter that does not support the remote application of Green Deal Charges; and	Electricity Supplier	GDCC	D0341 GD Licensee Response to GDCC	DTN

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		b. if the Consumer has Outstanding Charges (at account level) that are equal to or greater than the applicable Debt Threshold (an Electricity Supplier is under no obligations to notify a Green Deal Provider of the amount of Outstanding Charges for any Consumer).				
13.1.14	Following receipt of the notification in 13.1.12 or 13.1.13	Validate that it relates to a valid GDCC Instruction Number for a Market Message issued to the sending Electricity Supplier. Where the notification fails validation progress to 13.1.15, otherwise progress to 13.1.17.	GDCC		Internal process	N/A
13.1.15	Following 13.1.14, where the notification fails validation.	Generate a report to the Code Manager for investigation.	GDCC	Code Manager	Not defined	Not defined
13.1.16	Following receipt of the report in 13.1.15	Contact the sender of the GD Licensee Response to GDCC to request investigation and resolution of issues.	Code Manager	Electricity Supplier	Not defined	Not defined
13.1.17	Following	Notify the result of the supplier	GDCC	Green Deal	D0344	DTN

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	13.1.14, where the notification passes validation.	verification.		Provider	Response from GDCC to GD Provider	
13.1.18	Following receipt of the notification in 13.1.17, where the results show that the application passed supplier verification.	Determine whether to continue with the set up process in discussion with the Improver and the Consumer.	Green Deal Provider		Internal process	N/A

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Cancellation of a Green Deal Plan prior to initial notification

13.2. Where a Green Deal Provider determines that a Green Deal Plan should be cancelled, the following process shall be followed:

Ref	When	Action	From	To	Interface	Means
13.2.1	At any time following 13.1.18, where the Improver or, where the Improver is not the Consumer, the Consumer determines that it does not want to enter into the proposed Green Deal Plan.	Send a notification that it wishes to cancel the proposed Green Deal Plan	Improver; or Consumer	Green Deal Provider	Not defined	Not defined
13.2.2	Within 20 WDs of the notification in 13.2.1 or at any other time where the Green Deal Provider determines that the Green Deal Plan should not be progressed.	Send a cancellation notice.	Green Deal Provider	GDCC	D0321 GD Provider Request to Cancel Plan Information	DTN
13.2.3	Following receipt of the notification in	Carry out standard message validation in	GDCC		Internal process	N/A

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	13.2.2 and within 2 WDs.	accordance with 12.7. If the message fails validation, progress to 13.2.4. If the message passes validation, progress to 13.2.6.				
13.2.4	Following 13.2.3, where the notification fails validation.	Send notification that the cancellation notification has failed validation.	GDCC	Green Deal Provider	D0344 Response from GDCC to GD Provider	DTN
13.2.5	Following 13.2.4 and within 3 WDs.	Where the request was rejected because the Green Deal Plan is already at a status of 'Cancelled' or 'Completed', no further action should be taken. Where required the Green Deal Provider will correct the issues and restart the process by sending the	Green Deal Provider		Internal process	N/A

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		cancellation notice in accordance with 13.2.2.				
13.2.6	Following 13.2.3, where the notification passes validation.	Update the status of the proposed Green Deal Plan to 'Cancelled' and send notification that the cancellation notification has passed validation.	GDCC	Green Deal Provider EPC Register	D0344 Response from GDCC to GD Provider Not defined	DTN System interface
13.2.7	Following receipt of the notification in 13.2.6	Update systems accordingly and end process.	Green Deal Provider		Internal process	N/A

Initial Notification of a Pending Green Deal

13.3. Where a Green Deal Provider enters into a Green Deal Plan and requires the Electricity Supplier to notify the Green Deal Bill Payer, the following process shall be followed:

Ref	When	Action	From	To	Interface	Means
Where a Green Deal Plan is entered into						
13.3.1	At any time following 13.1.18, and within 3 WDs	Send a request that the Green Deal Bill Payer should be notified of the Green Deal	Green Deal Provider	GDCC	D0323 GD Provider Advice Of Pending Green Deal	DTN

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	of the Green Deal Plan being entered into.	Plan.				
13.3.2	Following receipt of the request in 13.3.1 and within 2 WDs.	Carry out standard message validation and MPAN Core validation in accordance with 12.7 and 12.5. If the message fails validation, progress to 13.3.3. If the message passes validation, progress to 13.3.5.	GDCC		Internal process	N/A
13.3.3	Following 13.3.2, where the notification fails validation.	Send notification that the proposed Green Deal Plan has failed validation.	GDCC	Green Deal Provider	D0344 Response from GDCC to GD Provider	DTN
13.3.4	Following 13.3.3 and within 3WDs.	Determine next steps and restart from 13.3.1 if required.	Green Deal Provider		Internal process	N/A
13.3.5	Following 13.3.2, where the notification passes validation.	Determine whether an update to the associated Metering Point record in MPAS is required. Such an update will be issued where a. no effective dates are set against the relevant Metering Point in	GDCC		Internal process	N/A

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		MPAS for any Green Deal Plan(s); or b. the Green Deal Plan Proposed End Date submitted is greater than the existing Green Deal MPAN Effective to Data in MPAS for the relevant Metering Point.				
13.3.6	Following 13.3.5 where it is determined that an update to MPAS is required	Send notification that a change to data is required.	GDCC	MPAS	Initial D0324 Advise Green Deal Active at MPAN	DTN
13.3.7	Following receipt of the notification in 13.3.6.	Send notification accepting or rejecting change. Where the notification is rejected, go to step 13.3.3. If the notification is accepted, progress to 13.3.8	MPAS	GDCC	D0340 MPAS Response to GDCC	DTN
13.3.8	Following 13.3.5 where it is	Update the status of the proposed Green Deal Plan to	GDCC	EPC Register	Not defined	System interface

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	determined that an update to MPAS is not required or 13.3.7 where an update to MPAS has been accepted	'Pending', update the Green Deal Plan Actual End Date to match the Green Deal MPAN Effective to Data and send notification of the amended status.				
13.3.9	Following 13.3.8.	Send notification that the status of the Green Deal Plan has been amended.	GDCC	Electricity Supplier	D0336 Request to Advise Bill Payer of Pending Green Deal	DTN
13.3.10	Following receipt of the notification in 13.3.9.	Re-perform supplier verification in accordance with 12.8. If the message fails validation, progress to 13.3.11. If the message passes validation, progress to 13.3.12.	Electricity Supplier		Internal process	N/A
13.3.11	Following 13.3.10, where the notification fails validation and within 1 WD of 13.3.9.	Send notification that the proposed Green Deal Plan has failed supplier verification, go to step 13.3.3	Electricity Supplier	GDCC	D0341 Response to GD Licensee GDCC	DTN
13.3.12	Following 13.3.10, where	Send notification that the proposed Green Deal Plan has	Electricity Supplier	GDCC	D0341 Response to GD Licensee GDCC	DTN

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	the notification passes validation and within 1 WDs of 13.3.9.	passed supplier verification.				
13.3.13	Following receipt of the notification in 13.3.11 or 13.3.12	Validate that it relates to a valid GDCC Instruction Number for a Market Message issued to the sending Electricity Supplier. Where the notification fails validation progress to 13.3.14, otherwise progress to 13.3.16.	GDCC		Internal process	N/A
13.3.14	Following 13.3.13, where the notification fails validation.	Generate a report to the Code Manager for investigation.	GDCC	Code Manager	Not defined	Not defined
13.3.15	Following receipt of the report in 13.3.14	Contact the sender of the GD Licensee Response to GDCC to request investigation and resolution of issues.	Code Manager	Electricity Supplier	Not defined	Not defined
13.3.16	Following 13.3.13, where the notification passes validation.	Notify the result of the supplier verification.	GDCC	Green Deal Provider	D0344 Response from GDCC to GD Provider	DTN

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13.3.17	Following 13.3.12, and within 3 WDs of 13.3.9.	Using impartial language and unaccompanied by any marketing or promotional material, send a statement with the following information: a. that a Green Deal Plan application has been made against the Metering Point for which they are the electricity account holder; b. the corresponding Green Deal Plan ID; and c. details of where the Green Deal Bill Payer can find impartial advice and information about its Green Deal Plan, including a telephone number and website address.	Electricity Supplier	Green Deal Bill Payer	Not defined	Email or post

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13.3.18	At any time following 13.3.16, where a Green Deal Plan is cancelled prior to the installation.	Send a cancellation notice with a revised Green Deal Plan End Date that is: a. no earlier than the second Working Day after the notification is sent; and b. within 5 Working Days of such cancellation. Follow the process in 13.2.	Green Deal Provider	GDCC	D0322 GD Provider End to Charging Information	DTN
13.3.19	Following initial validation, where the proposed Green Deal Plan, does not progress to Live within 270 days after its initial creation.	Amend the status of the proposed Green Deal Plan: a. plans with 'New' status shall be progressed to 'Cancelled'; and b. plans with 'Pending' status shall be progressed to 'Completed'.	GDCC		Internal process	N/A

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14 Installation Relating to a Green Deal Plan

14.1. A Green Deal Provider may commence the installation, where:

(a) a Green Deal Plan ID is allocated to a Green Deal Plan;

(b) the result of the supplier verification is a pass and the relevant Green Deal Provider receives a notification from the GDCC that the Green Deal Plan has been successfully entered into the database (see Paragraph 13.3.13 above); and

(c) the Improver (or, where the Improver is not the Green Deal Bill Payer, the Green Deal Bill Payer) has not cancelled the Green Deal Plan.

14.2. Prior to the first Green Deal Charge Start Date for a Green Deal Plan, the Electricity Supplier must not (and is under no obligation to) collect any Green Deal Charges under the relevant Green Deal Plan and is under no obligation to remit any Green Deal Charges to the relevant Green Deal Provider, in respect of the relevant Green Deal Plan.

14.3. Where the Improver (or where the Improver is not the Green Deal Bill Payer, the Green Deal Bill Payer) approves the installation and a revised EPC assessment and accompanying disclosure information is lodged on the relevant EPC Register; the Green Deal Provider shall update the Green Deal Arrangements Data in accordance with the interface table below:

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Ref	When	Action	From	To	Interface	Means
14.3.1	Within 3 WDs of the Improver or the Green Deal Bill Payer approving the installation.	Send Green Deal Arrangements Data.	Green Deal Provider	GDCC	D0321 GD Provider Update to Plan Information D0322 GD Provider Update to Charging Information	DTN DTN
14.3.2	Following receipt of the message in 14.3.1 and within 2 WDs.	Carry out standard message validation, MPAN Core validation and Green Deal charging data validation in accordance with Paragraph 12.5, 12.6 and 12.7. If the message fails validation, progress to 14.3.3. If the message passes validation, progress to 14.3.5.	GDCC		Internal process	N/A
14.3.3	Following 14.3.2, where the notification fails validation.	Send notification that the proposed Green Deal Plan has failed validation.	GDCC	Green Deal Provider	D0344 Response from GDCC to GD Provider	DTN
14.3.4	Following 14.3.3 and within 3 WDs.	Determine next steps and restart from 14.3.1 if	Green Deal Provider		Internal process	N/A

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		required.				
14.3.5	Following 14.3.2, where the notification passes validation.	Send the Green Deal Charge Start Date, the Daily Green Deal Charge for the first charge period and the Green Deal Plan End Date.	GDCC	EPC Register	Not defined	System interface
14.3.6	Following receipt of the notification in 14.3.5.	Validate that: a. the EPC Report Reference provided relates to the EPC Property Reference Number held in the GDCC against the Green Deal Plan record and is not the same as that previously presented; and b. all required data has been lodged on the relevant EPC Register by the Green Deal Provider.	EPC Register		Internal process	N/A
14.3.7	Following 14.3.6	Send notification setting out whether the proposed Green	EPC Register	GDCC	Not defined	System

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		Deal Plan has passed or failed validation. If the message fails validation, go to 14.3.3 otherwise progress to 14.3.8.				interface
14.3.8	Following 14.3.7, where the notification passes validation.	Determine whether an update to the associated Metering Point record in MPAS is required. Such an update will be issued where: a. no effective dates are set against the relevant Metering Point in MPAS for any Green Deal Plan(s); or b. the Green Deal Plan Proposed End Date submitted is greater than the existing Green Deal MPAN Effective to Data in MPAS for the	GDCC		Internal process	N/A

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		relevant Metering Point.				
14.3.9	Following 14.3.8 where it is determined that an update to MPAS is required.	Send notification that a change to data is required.	GDCC	MPAS	D0324 Advise Green Deal Active at MPAN	DTN
14.3.10	Following receipt of the notification in 14.3.9.	Send notification accepting or rejecting change. Where the notification is rejected, go to step 14.3.3. If the notification is accepted, progress to 14.3.11	MPAS	GDCC	D0340 MPAS response to GDCC	DTN
14.3.11	Following 14.3.8 where it is determined that an update to MPAS is not required or 14.3.10 where an update to MPAS has been accepted	Send the Green Deal Arrangements Data	GDCC	Electricity Supplier	Initial D0325 Green Deal Plan Information for Green Deal Licensee	DTN
14.3.12	Following receipt of the notification in 14.3.11	Perform supplier verification in accordance with 12.8.	Electricity Supplier		Internal process	N/A

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		If the message fails validation, progress to 14.3.13. If the message passes validation, progress to 14.3.14.				
14.3.13	Following 14.3.12, where the notification fails validation and within 1 WD of 14.3.11.	Send notification that the proposed Green Deal Plan has failed supplier verification.	Electricity Supplier	GDCC	D0341 GD Licensee Response to GDCC	DTN
14.3.14	Following 14.3.12, where the notification passes validation and within 1 WD of 14.3.11.	Send notification that the proposed Green Deal Plan has passed supplier verification.	Electricity Supplier	GDCC	D0341 GD Licensee Response to GDCC	DTN
14.3.15	Following receipt of the notification in 14.3.13 or 14.3.14	Validate that it relates to a valid GDCC Instruction Number for a Market Message issued to the sending Electricity Supplier. Where the notification fails validation progress to	GDCC		Internal process	N/A

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		14.3.16, otherwise progress to 14.3.18 or 14.3.19.				
14.3.16	Following 14.3.15, where the notification fails validation.	Generate a report to the Code Manager for investigation.	GDCC	Code Manager	Not defined	Not defined
14.3.17	Following receipt of the report in 14.3.16.	Contact the sender of the GD Licensee Response to GDCC to request investigation and resolution of issues.	Code Manager	Electricity Supplier	Not defined	Not defined
14.3.18	Following 14.3.15, where the notification passes validation and the proposed Green Deal Plan has failed supplier verification.	Send notification that the proposed Green Deal Plan has failed supplier verification.	GDCC	Green Deal Provider	D0344 Response from GDCC to GD Provider	DTN
14.3.19	Following 14.3.15 where the notification passes validation and the proposed Green Deal Plan has passed supplier verification.	Update the status of the Green Deal Plan to 'Live' and send notification of the amended status.	GDCC	EPC Register	Not defined	Not defined
14.3.20	Once all required	Send confirmation that	GDCC	Green Deal	D0344 Response	DTN

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	updates have been completed	supplier verification was successful and updates have been made to reflect the proposed Green Deal Plan.		Provider	from GDCC to GD Provider	
14.3.21	Following 14.3.14 and within 3 WDs of 14.3.11.	Using impartial language and unaccompanied by any marketing or promotional material, send a statement with the following information: a. the corresponding Green Deal Plan ID; b. the first Green Deal Charge Start Date; c. the first Green Deal Charge Start Date; d. the Green Deal Plan End Date; e. the amount of the Daily Green Deal	Electricity Supplier	Green Deal Bill Payer	Not defined	Email or post

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		Charge for the first charge period; f. an explanation that payments for energy efficiency improvements to the property are to be payable from the first Green Deal Charge Start Date; and g. details of where that Green Deal Bill Payer can find impartial advice and information about its Green Deal Plan, including a telephone number and website address.				
14.3.22	Following 14.3.14 and within 5 WDs of the first Green Deal Charge Start Date for the Green Deal Plan	Send Green Deal Bill Payer information and follow the process in Paragraph 17.	Electricity Supplier	GDCC	D0326 Green Deal Licensee Update to Bill Payer Details	DTN

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15 Changes to Green Deal Arrangements Data

Updates to Green Deal Arrangements Data (not including Green Deal charging data)

15.1. A Green Deal Provider may update Green Deal Arrangements Data at any time, by following the process set out below:

Ref	When	Action	From	To	Interface	Means
15.1.1	Within 3 WDs of identifying a change to Green Deal Arrangements Data.	Send revised Green Deal Arrangements Data	Green Deal Provider	GDCC	D0321 GD Provider Update to Plan Information	DTN
15.1.2	Following receipt of the message in 15.1.1 and within 2 WDs.	Carry out standard message validation and MPAN Core validation in accordance with Paragraphs 12.7 and 12.5. If the message fails validation, progress to 15.1.3. If the message passes validation, progress to 15.1.5.	GDCC		Internal process	N/A
15.1.3	Following 15.1.2, where the notification fails	Send notification that the proposed changes have failed validation.	GDCC	Green Deal Provider	D0344 Response from GDCC to GD Provider	DTN

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	validation.					
15.1.4	Following 15.1.3 and within 3 WDs.	Determine next steps and restart from 15.1.1 if required.	Green Deal Provider		Internal process	N/A
15.1.5	Following 15.1.2, where the notification passes validation.	Update the record as required.	GDCC		Internal process	Not defined
15.1.6	Following 15.1.2, where the record has been updated.	Send confirmation that the update has been made	GDCC	Green Deal Provider	D0344 Response from GDCC to GD Provider	DTN

Updates to Green Deal Charging Data

15.2. Where on a Green Deal Charge Start Date the Daily Green Deal Charge is different to the previous Daily Green Deal Charge for a Live Green Deal Plan the process set out below shall be followed:

Ref	When	Action	From	To	Interface	Means
15.2.1	Prior to the change in Green Deal Charging Data.	Send statement including: the corresponding Green Deal Plan ID; the relevant Green Deal Charge	Green Deal Provider	Green Deal Bill Payer	Not defined	Email or post

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		Start Date; and the amount of the new Daily Green Deal Charge.				
15.2.2	Where required noting that no Green Deal Charge Periods should be submitted that would result in a gap between new or amended Green Deal Charge Periods in the GDCC.	Send revised Green Deal charging data.	Green Deal Provider	GDCC	D0322 GD Provider Update to Charging Information	DTN
15.2.3	Following receipt of the message in 15.2.2 and within 2 WDs.	Carry out Green Deal charging data validation, MPAN Core validation and standard message validation in accordance with Paragraphs 12.5, 12.6 and 12.7. If the message fails validation, progress to 15.2.4. If the message passes validation, progress to 15.2.6.	GDCC		Internal process	N/A
15.2.4	Following 15.2.3, where	Send notification that the proposed changes have failed validation.	GDCC	Green Deal Provider	D0344 Response from GDCC to	DTN

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	the notification fails validation.				GD Provider	
15.2.5	Following 15.2.4 and within 3 WDs.	Determine next steps and restart from 15.2.1 if required.	Green Deal Provider		Internal process	N/A
15.2.6	Following 15.2.3, where the notification passes validation.	Update the record as required and determine whether an update is required in MPAS e.g. where the change impacts the proposed end date for the Green Deal Plan.	GDCC		Internal process	N/A
15.2.7	Following 15.2.6 where an update to MPAS is required.	Send updated details.	GDCC	MPAS	D0324 Advise Green Deal Active at MPAN	DTN
15.2.8	Following receipt of the notification in 15.2.7.	Send notification accepting or rejecting change. Where the notification is rejected, go to step 15.2.4. If the notification is accepted, progress to 15.2.9.	MPAS	GDCC	D0340 MPAS response to GDCC	DTN
15.2.9	Following 15.2.8 where changes have been accepted.	Send updated details	GDCC	EPC Register	Not defined	System interface
15.2.10	Following	Where the Green Deal Plan record status	GDCC	Electricity	D0325 Update	DTN

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	15.2.6 where it is determined that an update to MPAS is not required or 15.2.9 where an update to MPAS has been accepted.	is 'Live', send updated details Otherwise progress to 15.2.18.		Supplier	Green Deal Plan Information for Green Deal Licensee	
15.2.11	Following receipt of the notification in 15.2.10.	Perform supplier verification in accordance with 12.8. If the message fails validation, progress to 15.2.12. If the message passes validation, progress to 15.2.13.	Electricity Supplier		Internal process	N/A
15.2.12	Following 15.2.11, where the notification fails validation and within 1 WD of 15.2.10.	Send notification that the proposed changes have failed supplier verification.	Electricity Supplier	GDCC	D0341 GD Licensee Response to GDCC	DTN
15.2.13	Following 15.2.11, where the notification passes validation and within 1 WD of	Send notification that the proposed changes have passed supplier verification.	Electricity Supplier	GDCC	D0341 GD Licensee Response to GDCC	DTN

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	15.2.10.					
15.2.14	Following receipt of the notification in 15.2.12 or 15.2.13.	Validate that it relates to a valid GDCC Instruction Number for a Market Message issued to the sending Electricity Supplier. Where the notification fails validation progress to 15.2.15, otherwise progress to 15.2.17 or 15.2.17.	GDCC		Internal process	N/A
15.2.15	Following 15.2.14, where the notification fails validation.	Generate a report to the Code Manager for investigation.	GDCC	Code Manager	Not defined	Not defined
15.2.16	Following receipt of the report in 15.2.15.	Contact the sender of the GD Licensee Response to GDCC to request investigation and resolution of issues.	Code Manager	Electricity Supplier	Not defined	Not defined
15.2.17	Following 15.2.14, where the notification passes validation and the proposed Green Deal Plan has failed supplier verification.	Send notification that the proposed Green Deal Plan has failed supplier verification.	GDCC	Green Deal Provider	D0344 Response from GDCC to GD Provider	DTN

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15.2.18	Following 15.2.14, where the change relating to a 'Live' record has passed supplier verification; or following 15.2.9 where the update doesn't relate to a 'Live' record.	Send confirmation that the update has been made.	GDCC	Green Deal Provider	D0344 Response from GDCC to GD Provider	DTN

Permanent disconnection of Green Deal Premises

15.3. Where Green Deal Premises are Disconnected in accordance with clause 25 of the Distribution Connection and Use of System Agreement, the process set out below shall be followed:

Ref	When	Action	From	To	Interface	Means
15.3.1	Where the Distribution Network Operator identifies the need to end date	Send notification of revised end date with associated reason	DNO	GDCC	D0327 Request Green Deal Plan End Date Amendment	DTN

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	the Green Deal Plan and at least 5 WDs before the revised end date.					
15.3.2	Following receipt of the message in 15.3.1	Carry out MPAN Core validation and standard message validation in accordance with Paragraphs 12.5 and 12.7. If the message fails validation, progress to 15.3.3. If the message passes validation, progress to 15.3.5.	GDCC		Internal process	N/A
15.3.3	Following 15.3.2, where the notification fails validation.	Send notification that the proposed changes have failed validation.	GDCC	DNO	D0318 Response from GDCC to Distributor	DTN
15.3.4	Following 15.3.3.	Determine next steps and restart from 15.3.1 if required.	DNO		Internal process	N/A
15.3.5	Following 15.3.3, where the notification passes validation.	Send notification of the revised end date	GDCC	Green Deal Provider	D0337 Green Deal End Date Amendment Request to GD Provider	DTN
15.3.6	Following 15.3.5 and within 6	Send revised Green Deal charging data and progress in accordance with	Green Deal Provider	GDCC	D0322 GD Provider Update to Charging	DTN

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	WDs.	the process in 15.2 above.			Information	
15.3.7	Following completion of the process in 15.2 and within 6 WDs of 15.3.6.	Send notification of whether the change has been accepted or rejected.	Green Deal Provider	GDCC	D0320 GD Provider Response to GDCC	DTN
15.3.8	Following receipt of the notification in 15.3.7.	Validate that the GDCC Instruction Number is valid. Where the notification fails validation progress to 15.3.9, otherwise progress to 15.3.11.	GDCC		Internal process	N/A
15.3.9	Following 15.3.8, where the notification fails validation.	Generate a report to the Code Manager for investigation.	GDCC	Code Manager	Not defined	Not defined
15.3.10	Following receipt of the report in 15.3.9.	Contact the sender of the GD Provider Response to GDCC to request investigation and resolution of issues.	Code Manager	Green Deal Provider	Not defined	Not defined
15.3.11	Following 15.3.8, where the notification passes validation.	Send confirmation that the update has been made.	GDCC	DNO	D0318 Response from GDCC to Distributor	DTN

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Amendments to MPAN Core associated with a Green Deal Plan

15.4. Where the Distribution Network Operator identifies the need to amend the MPAN Core associated with a Green Deal Plan, the process set out below shall be followed:

Ref	When	Action	From	To	Interface	Means
15.4.1	Where the Distribution Network Operator identifies the need to amend the MPAN Core associated with a Green Deal Plan.	Send notification of proposed change with associated reason.	DNO	GDCC	D0327 Request Green Deal Plan End Date Amendment	DTN
15.4.2	Following receipt of the message in 15.4.1	Carry out MPAN Core validation and standard message validation in accordance with Paragraphs 12.5 and 12.7. If the message fails validation, progress to 15.4.3. If the message passes validation, progress to 15.4.5.	GDCC		Internal process	N/A
15.4.3	Following 15.4.2, where the	Send notification that the proposed changes have failed validation.	GDCC	DNO	D0318 Response from GDCC to	DTN

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	notification fails validation.				Distributor	
15.4.4	Following 15.4.3	Determine next steps and restart from 15.4.1 if required.	DNO		Internal process	N/A
15.4.5	Following 15.4.3, where the notification passes validation.	Send notification of proposed change	GDCC	Electricity Supplier	D0334 Request for New Green Deal MPAN Core	DTN
15.4.6	Following 15.4.5	Carry out internal validation to confirm that a suitable alternative MPAN can be allocated as the Green Deal MPAN Core for the affected Green Deal Plan(s).	Electricity Supplier		Internal process	N/A
15.4.7	Following 15.4.6, where the Electricity Supplier is unable to progress the request	Send notification rejecting the proposed change	Electricity Supplier	GDCC	D0341 GD Licensee Response to GDCC	DTN
15.4.8	Following receipt of the notification in 15.4.7	Validate that it relates to a valid GDCC Instruction Number for a Market Message issued to the sending Electricity Supplier.	GDCC		Internal process	N/A

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		Where the notification fails validation progress to 15.4.9, otherwise progress to 15.4.11.				
15.4.9	Following 15.4.8, where the notification fails validation.	Generate a report to the Code Manager for investigation.	GDCC	Code Manager	Not defined	Not defined
15.4.10	Following receipt of the report in 15.4.9	Contact the sender of the GD Licensee Response to GDCC to request investigation and resolution of issues.	Code Manager	Electricity Supplier	Not defined	Not defined
15.4.11	Following 15.4.8, where the notification passes validation.	Send notification rejecting the proposed change	GDCC	DNO	D0318 Response from GDCC to Distributor	DTN
15.4.12	Following 15.4.11	Determine next steps and restart from 15.4.1 if required.	DNO		Internal process	N/A
15.4.13	Following 15.4.6, where the Electricity Supplier identifies an alternative MPAN Core	Issues notification of the proposed alternative MPAN Core.	Electricity Supplier	GDCC	D0335 New Green Deal Plan MPAN Core	DTN
15.4.14	Following receipt of the notification in 15.4.13.	Carry out standard message validation and MPAN Core validation in accordance with	GDCC		Internal process	N/A

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		Paragraph 12.7 and 12.5. If the message fails validation, progress to 15.4.15. If the message passes validation, progress to 15.4.17.				
15.4.15	Following 15.4.14, where the notification fails validation.	Send notification that the request has failed validation.	GDCC	Electricity Supplier	D0343 Response from GDCC to GD Licensee	DTN
15.4.16	Following 15.4.15.	Determine next steps and restart from 15.4.6 if required.	Electricity Supplier		Internal process	N/A
15.4.17	Following 15.4.14, where the notification passes validation.	Send notification that the alternative MPAN Core has a Green Deal Active	GDCC	MPAS	D0324 Advise Green Deal Active at MPAN	DTN
15.4.18	Following receipt of the notification in 15.4.17.	Send notification accepting or rejecting change. Where the notification is rejected, go to step 15.4.19. If the notification is accepted, progress to 15.4.21.	MPAS	GDCC	D0340 MPAS response to GDCC	DTN
15.4.19	Following	Send notification that the request has	GDCC	Electricity	D0343 Response	DTN

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	15.4.18, where the MPAS change has been rejected.	been rejected.		Supplier	from GDCC to GD Licensee	
15.4.20	Following 15.4.19.	Determine next steps and restart from 15.4.6 if required.	Electricity Supplier		Internal process	N/A
15.4.21	Following 15.4.18, where the MPAS change has been accepted	Send confirmation that the update has been made.	GDCC	DNO	D0318 Response from GDCC to Distributor	DTN
15.4.22	Following 15.4.21, where a request to amend the MPAN Core has been successfully processed.	Send notification of the amended details	GDCC	Electricity Supplier	D0325 Update Green Deal Plan Information for Green Deal Licensee	DTN
15.4.23	Following receipt of the notification in 15.4.22 and within 1 WD.	Send notification accepting or rejecting message.	Electricity Supplier	GDCC	D0341 GD Licensee Response to GDCC	DTN
15.4.24	Following receipt of the notification in 15.4.23.	Send updated Green Deal Bill Payer information and follow the process in Paragraph 17.4.	Electricity Supplier	GDCC	D0326 Green Deal Licensee Update to Bill Payer Details	DTN
15.4.25	Following receipt of the notification in 15.4.24	Send notification accepting or rejecting receipt.	Electricity Supplier	GDCC	D0341 GD Licensee Response	

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					to GDCC DTN	
15.4.26	Following receipt of the notification in 15.4.23.	Validate that it relates to a valid GDCC Instruction Number for a Market Message issued to the sending Electricity Supplier. Where the notification fails validation progress to 15.4.27, otherwise progress to 15.4.29.	GDCC		Internal process	N/A
15.4.27	Following 15.4.26, where the notification fails validation.	Generate a report to the Code Manager for investigation.	GDCC	Code Manager	Not defined	Not defined
15.4.28	Following receipt of the report in 15.4.27.	Contact the sender of the GD Licensee Response to GDCC to request investigation and resolution of issues.	Code Manager	Electricity Supplier	Not defined	Not defined
15.4.29	Following 15.4.26, where the notification passes validation	Update records accordingly.	GDCC		Internal process	N/A

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Requests for Green Deal Arrangements Data

15.5. An Electricity Supplier may at any time request a full refresh of Green Deal Arrangements Data, or specific data e.g, details of the Green Deal Bill Payer, by following the process set out below:

Ref	When	Action	From	To	Interface	Means
15.5.1	Where required.	Submit request for Green Deal Arrangements Data including Default Bill Payer Details.	Electricity Supplier	GDCC	D0332 Green Deal Licensee Request for Information	DTN
15.5.2	Following receipt of the notification in 15.5.1.	Carry out standard message validation in accordance with Paragraph 12.7. If the message fails validation, progress to 15.5.3. If the message passes validation, progress to 15.5.5 and 15.5.6.	GDCC		Internal process	N/A
15.5.3	Following 15.5.2, where the notification fails validation.	Send notification that the request has failed validation.	GDCC	Electricity Supplier	D0343 Response from GDCC to GD Licensee	DTN
15.5.4	Following 15.5.3.	Determine next steps and	Electricity		Internal process	N/A

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		restart from 15.5.1 if required.	Supplier			
15.5.5	Following 15.5.2, where the notification passes validation.	Send notification that the proposed update has passed validation.	GDCC	Electricity Supplier	D0343 Response from GDCC to GD Licensee	DTN
15.5.6	Following 15.5.2, where the notification passes validation.	Provide Default Bill Payers details.	GDCC	Electricity Supplier	D0325 Green Deal Plan Default Bill Payer Information for Green Deal Licensee	DTN
15.5.7	Following receipt of the notification in 15.5.6 and within 1 WD.	Send notification accepting or rejecting message.	Electricity Supplier	GDCC	D0341 GD Licensee Response to GDCC	DTN
15.5.8	Following receipt of the notification in 15.5.7.	Validate that it relates to a valid GDCC Instruction Number for a Market Message issued to the sending Electricity Supplier. Where the notification fails validation progress to 15.5.9, otherwise progress to 15.5.11.	GDCC		Internal process	N/A
15.5.9	Following 15.5.8, where the	Generate a report to the Code Manager for	GDCC	Code Manager	Not defined	Not defined

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	notification fails validation.	investigation.				
15.5.10	Following receipt of the report in 15.5.9.	Contact the sender of the GD Licensee Response to GDCC to request investigation and resolution of issues.	Code Manager	Electricity Supplier	Not defined	Not defined
15.5.11	Following 15.5.8, where the notification passes validation	Update records accordingly.	GDCC		Internal process	N/A

16 Change of Supplier

16.1. Where a Switch occurs in relation to a Metering Point with an associated Green Deal Plan, GDCC Users shall follow the process below:

Ref	When	Action	From	To	Interface	Means
16.1.1	On receipt of information from the Electricity Enquiry Service.	Determine whether a new Registration Request has been made and accepted in relation to a Metering System that is associated to one of more Green Deal Plans.	GDCC		Internal process	N/A
16.1.2	Where a pending	Update records and send	GDCC	Gaining Supplier	D0325 Green Deal	DTN

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	Switch is identified.	notification of the upcoming Switch.			Plan Information for Green Deal Licensee Following Switch or Refresh	
16.1.3	Following receipt of the notification in 16.1.2.	Send notification accepting or rejecting receipt.	Gaining Supplier	GDCC	D0341 GD Licensee Response to GDCC	DTN
16.1.4	Following receipt of the notification in 16.1.3	Validate that it relates to a valid GDCC Instruction Number for a Market Message issued to the sending Electricity Supplier. Where the notification fails validation progress to 16.1.5, otherwise progress to 16.1.7.	GDCC		Internal process	N/A
16.1.5	Following 16.1.4, where the notification fails validation.	Generate a report to the Code Manager for investigation.	GDCC	Code Manager	Not defined	Not defined
16.1.6	Following receipt of the report in 16.1.5.	Contact the sender of the GD Licensee Response to GDCC to request investigation and resolution of issues.	Code Manager	Electricity Supplier	Not defined	Not defined

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16.1.7	Following 16.1.4, where the notification passes validation.	Update records accordingly.	GDCC		Internal process	N/A
16.1.8	Following receipt of the notification in 16.1.2.	Send updated Green Deal Bill Payer information and follow the process in Paragraph 17.4.	Gaining Supplier	GDCC	D0326 Green Deal Licensee Update to Bill Payer Details	DTN
16.1.9	Following 16.1.8 where the notification passes validation.	Send notification that the request has passed validation.	GDCC	Electricity Supplier	D0343 Response from GDCC to GD Licensee	DTN

Erroneous Switch

16.2. Where there has been an Erroneous Switch of an Electricity Consumer who is a Green Deal Bill Payer, the Remittance Amount shall be zero for the period of such Erroneous Registration.

16.3. GDCC Users shall follow the process below:

Ref	When	Action	From	To	Interface	Means
16.3.1	Within 2 WDs of confirming that an Erroneous	Send notification of the Erroneous Switch.	Erroneously Registered Supplier	GDCC	D0345 Green Deal Licensee Notification of Erroneous	DTN

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	Switch has occurred.				Registration	
16.3.2	Following receipt of the notification in 16.3.1.	Carry out MPAN Core validation and standard message validation in accordance with Paragraph 12.5 and 12.7. If the message fails validation, progress to 16.3.3. If the message passes validation, progress to 16.3.5 and 16.3.6.	GDCC		Internal process	
16.3.3	Following 16.3.2, where the notification fails validation.	Send notification that the request has failed validation.	GDCC	Erroneously Registered Supplier	D0343 Response from GDCC to GD Licensee	DTN
16.3.4	Following 16.3.3.	Determine next steps and restart from 16.3.1 if required.	Erroneously Registered Supplier		Internal process	N/A
16.3.5	Following 16.3.2, where the notification passes validation.	Send notification that the proposed update has passed validation.	GDCC	Erroneously Registered Supplier	D0343 Response from GDCC to GD Licensee	DTN
16.3.6	Following 16.3.2, where	Send notification of the Erroneous Switch.	GDCC	Green Deal Provider(s)	D0346 Notification of	DTN

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	the notification passes validation.			Remittance Processor	Erroneous Registration Status	
16.3.7	Following receipt of the notification in 16.3.6.	Authorise and accept that, where a valid notification is received under 16.3.6 that the Daily Green Deal Charge for each day of the period of the Erroneous Switch shall be set to zero.	Green Deal Provider(s) Remittance Processor	GDCC GDCC	D0320 GD Provider Response to GDCC D0347 GD Remittance Processor Response to GDCC	DTN DTN
16.3.8	Following receipt of the notification in 16.3.7.	Validate that it relates to a valid GDCC Instruction Number for a Market Message issued to the sending Green Deal Provider or Remittance Processor.	GDCC		Internal process	N/A

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		Where the notification fails validation progress to 16.3.9, otherwise progress to 16.3.11.				
16.3.9	Following 16.3.8, where the notification fails validation.	Generate a report to the Code Manager for investigation.	GDCC	Code Manager	Not defined	Not defined
16.3.10	Following receipt of the report in 16.3.9.	Contact the sender of the GD Provider Response to GDCC or GD Remittance Processor Response to GDCC to request investigation and resolution of issues.	Code Manager	Green Deal Provider(s) Remittance Processor	Not defined	Not defined
16.3.11	Following 16.3.7, where the notification passes validation	Update records accordingly.	GDCC		Internal process	N/A
16.3.12	Following 16.3.11.	Send notification that the Daily Green Deal Charge for each day of the period of the Erroneous Switch is set at zero.	GDCC	Erroneously Registered Electricity Supplier	D0325 Update Green Deal Plan Information for Green Deal Licensee	DTN
16.3.13	Following receipt of the	Send notification accepting or rejecting message.	Erroneously Registered Electricity Supplier	GDCC	D0341 GD Licensee	DTN

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	notification in 16.3.12.				Response to GDCC	
16.3.14	Following receipt of the notification in 16.3.13.	Validate that it relates to a valid GDCC Instruction Number for a Market Message issued to the sending Electricity Supplier. Where the notification fails validation progress to 16.3.15, otherwise progress to 16.3.17.	GDCC		Internal process	N/A
16.3.15	Following 16.3.14, where the notification fails validation.	Generate a report to the Code Manager for investigation.	GDCC	Code Manager	Not defined	Not defined
16.3.16	Following receipt of the report in 16.3.15.	Contact the sender of the GD Licensee Response to GDCC to request investigation and resolution of issues.	Code Manager	Electricity Supplier	Not defined	Not defined
16.3.17	Following 16.3.13, where the notification passes	Update records accordingly.	GDCC		Internal process	N/A

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	validation					
Where the Green Deal Plan End Date for the relevant Green Deal Plan has not occurred during the period of the Erroneous Switch.						
16.3.18	Upon the Erroneously Switched Electricity Supplier ceasing to be the Registered Supplier for the relevant Green Deal Metering Point.	Update the database such that: a. for each day of the period of the Erroneous Switch, the Daily Green Deal Charge is retrospectively set at zero; and b. for the day of Switch of the Gaining Supplier, the Daily Green Deal Charge is set at an amount equivalent to the sum of the Daily Green Deal Charges that would have been effective from the date of Erroneous Switch up to and including the date of the registration of the Gaining Supplier.	GDCC		Internal process	N/A

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16.3.19	Following 16.3.18.	Send notification of the Daily Green Deal Charges.	GDCC	Correctly Registered Supplier	D0325 Update Green Deal Plan Information for Green Deal Licensee	DTN
16.3.20	Following receipt of the notification in 16.3.19.	Send notification accepting or rejecting receipt.	Correctly Registered Supplier	GDCC	D0341 GD Licensee Response to GDCC	DTN
16.3.21	Following receipt of the notification in 16.3.20.	Validate that it relates to a valid GDCC Instruction Number for a Market Message issued to the sending Electricity Supplier. Where the notification fails validation progress to 16.3.22, otherwise progress to 16.3.24.	GDCC		Internal process	N/A
16.3.22	Following 16.3.21, where the notification fails validation.	Generate a report to the Code Manager for investigation.	GDCC	Code Manager	Not defined	Not defined
16.3.23	Following receipt of the	Contact the sender of the GD Licensee Response to	Code Manager	Electricity Supplier	Not defined	Not defined

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	report in 16.3.22.	GDCC to request investigation and resolution of issues.				
16.3.24	Following 16.3.21, where the notification passes validation	Update records accordingly.	GDCC		Internal process	N/A
16.3.25	Following 16.3.24.	Send notification of resolution of the Erroneous Switch.	GDCC	Green Deal Provider(s) Remittance Processor	D0346 Notification of Erroneous Registration Status	DTN
16.3.26	Following receipt of the notification in 16.3.25 and within 1WD.	Send notification accepting or rejecting receipt.	Green Deal Provider Remittance Processor	GDCC GDCC	D0320 GD Provider Response to GDCC D0347 GD Remittance Processor Response to GDCC	DTN DTN

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16.3.27	Following receipt of the notification in 16.3.26.	Validate that it relates to a valid GDCC Instruction Number for a Market Message issued to the sending Green Deal Provider or Remittance Processor. Where the notification fails validation progress to 16.3.28, otherwise progress to 16.3.30.	GDCC		Internal process	N/A
16.3.28	Following 16.3.27, where the notification fails validation.	Generate a report to the Code Manager for investigation.	GDCC	Code Manager	Not defined	Not defined
16.3.29	Following receipt of the report in 16.3.28.	Contact the sender of the GD Provider Response to GDCC or GD Remittance Processor Response to GDCC to request investigation and resolution of issues.	Code Manager	Green Deal Provider(s) Remittance Processor	Not defined	Not defined
16.3.30	Following 16.3.27, where the notification passes	Update records accordingly.	GDCC		Internal process	N/A

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	validation					
Where the Green Deal Plan End Date for the relevant Green Deal Plan has occurred during the period of the Erroneous Switch						
16.3.31	On the date of the Green Deal Plan End Date.	Send notification that notified the Green Deal Plan End Date has occurred.	GDCC	Green Deal Provider(s) Remittance Processor	D0346 Notification of Erroneous Registration Status	DTN
16.3.32	Following receipt of the notification in 16.3.31 and within 1WD.	Send notification accepting or rejecting receipt.	Green Deal Provider Remittance Processor	GDCC GDCC	D0320 GD Provider Response to GDCC D0347 GD Remittance Processor Response to GDCC	DTN DTN
16.3.33	Following receipt of the notification in 16.3.32.	Validate that it relates to a valid GDCC Instruction Number for a Market Message issued to the sending Green Deal Provider or Remittance Processor. Where the notification fails	GDCC		Internal process	N/A

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		validation progress to 16.3.34, otherwise progress to 16.3.36.				
16.3.34	Following 16.3.33, where the notification fails validation.	Generate a report to the Code Manager for investigation.	GDCC	Code Manager	Not defined	Not defined
16.3.35	Following receipt of the report in 16.3.34.	Contact the sender of the GD Provider Response to GDCC or GD Remittance Processor Response to GDCC to request investigation and resolution of issues.	Code Manager	Green Deal Provider(s) Remittance Processor	Not defined	Not defined
16.3.36	Following 16.3.33, where the notification passes validation.	Update records accordingly.	GDCC		Internal process	N/A
Following resolution						
16.3.37	Following resolution.	Provide an Erroneous Switch Report containing: a. the date of the Erroneous Switch;	GDCC	Code Manager	Not defined	REC Portal

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		b. the date that the Erroneous Switch was resolved; c. the Green Deal Plan End Date; d. the Daily Green Deal Charges that would have been effective during the period between the date of Erroneous Switch and the Green Deal Plan End Date; e. the Green Deal Charge Start Date and Green Deal Charge End Date for the Green Deal; and f. the identity of the Old Supplier.				
16.3.38	Following receipt of the	Send notification of	Code Manager	Erroneously Registered Supplier	Not defined	REC Portal

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	report in 16.3.37 and within 2 WDs.	a. the Green Deal Plan End Date; b. the Daily Green Deal Charges that would have been effective during the period between the date of Erroneous Switch and the Green Deal Plan End Date; and c. the Green Deal Charge Start Date and Green Deal Charge End Date for the Green Deal Charges.				
16.3.39	Where the period of the Erroneous Switch continues without resolution for a period of more than 6 months after	Provide an explanation for the delay in resolution of the Erroneous Switch.	Losing Supplier (this is the Electricity Supplier that should be registered to the Metering Point).	Green Deal Provider	Not defined	Email or post

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	the relevant Green Deal Provider is notified under 16.3.6.					

17 Change of Green Deal Bill Payer

17.1. Where the relevant Green Deal Provider becomes aware that there is a change in Green Deal Bill Payer it shall tell that new Green Deal Bill Payer to contact the relevant Electricity Supplier. The Electricity Supplier is responsible for updating the Green Deal Bill Payer details within the GDCC as set out below.

Maintenance of Default Bill Payer Information

17.2. Where the Electricity Supplier is the Registered Supplier for a Metering Point but does not have an associated Consumer record, the Green Deal Provider (or Green Deal Finance Party for a Nominated Green Deal Plan) is responsible for maintaining data related to the Default Bill Payer. Where the relevant Green Deal Provider becomes aware that there is a change to the Default Bill Payer, it shall follow the process set out below:

Ref	When	Action	From	To	Interface	Means
17.2.1	Within 5 WDs of becoming aware of a change to the Default Bill Payer.	Send notification of the name, Default Bill Payer Effective From Date, address and (to the extent applicable) company	Green Deal Provider	GDCC	D0321 GD Provider Update to Plan Information	DTN

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		number of the new Default Bill Payer.				
17.2.2	Within 10 WDs of becoming aware of the new Default Bill Payer's name and address.	Send a statement setting out: a. the corresponding Green Deal Plan ID; b. how its Personal Data is used in connection with the Green Deal Plan; c. details of where the new Default Bill Payer can find impartial advice and information about its Green Deal Plan, including a telephone number and website address; and d. details of when they are required to pay the Green Deal Charges for the Green Deal Premises for which they are the Default Bill Payer.	Green Deal Provider	New Default Bill Payer	Not defined	Email or post

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17.2.3	Following receipt of the notification in 17.2.2 and within 1 WD.	Send notification accepting or rejecting receipt.	GDCC	Green Deal Provider	D0344 Response from GDCC to GD Provider	DTN

Maintenance of Green Deal Bill Payer Information (excluding Default Bill Payer information)

17.3. Where an Electricity Supplier sets up a new Green Deal Bill Payer's Account, it shall ensure that such account shall be in the name of either:

(a) the person who is liable to pay the electricity bill for the relevant Green Deal Premises;

(b) the Default Bill Payer; or

(c) where the relevant Electricity Supplier reasonably considers that the person named on the GDCC as the Default Bill Payer is in fact no longer the Default Bill Payer, 'The Occupier '.

17.4. Where Paragraph 17.3 applies, GDCC Users shall follow the process set out in the interface table below:

Ref	When	Action	From	To	Interface	Means
17.4.1	Within 5 WDs of setting up a new Green Deal	Send notification of the new Green Deal Bill Payer's name; and (to the extent the	Electricity Supplier	GDCC	D0326 Green Deal Licensee Update to Bill	DTN

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	Payer's account.	Electricity Supplier is aware of such information) mailing address, telephone number and company number; and the date that the relevant Green Deal Bill Payer's liability to pay the Green Deal Charges commenced.			Payer Details	
17.4.2	Following receipt of the notification in 17.4.1.	Carry out standard message validation in accordance with Paragraph 12.7. If the message fails validation, progress to 17.4.3. If the message passes validation, progress to 17.4.4 and 17.4.6.	GDCC		Internal process	N/A
17.4.3	Following 17.4.2, where the notification fails validation.	Send notification that the proposed update has failed validation.	GDCC	Electricity Supplier	D0343 Response from GDCC to GD Licensee	DTN
17.4.4	Following 17.4.3.	Determine next steps and restart from 17.4.1 if required.	Electricity Supplier		Internal process	N/A
17.4.5	Following 17.4.2, where the notification passes validation.	Send notification that the proposed update has passed validation.	GDCC	Electricity Supplier	D0343 Response from GDCC to GD Licensee	DTN

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17.4.6	Following 17.4.2, where the notification passes validation.	Send notification of the change in Green Deal Payer's details.	GDCC	Green Deal Provider(s); or Green Deal Finance Party	D0338 Update to Bill Payer Details	DTN
17.4.7	Following receipt of the notification in 17.4.6 and within 1 WD.	Send notification accepting or rejecting receipt.	Green Deal Provider; or Green Deal Finance Party	GDCC	D0320 GD Provider Response to GDCC	DTN
17.4.8	Following receipt of the notification in 17.4.7.	Validate that it relates to a valid GDCC Instruction Number for a Market Message issued to the sending Green Deal Provider. Where the notification fails validation progress to 17.4.9, otherwise progress to 17.4.11.	GDCC		Internal process	N/A
17.4.9	Following 17.4.8, where the notification fails validation.	Generate a report to the Code Manager for investigation.	GDCC	Code Manager	Not defined	Not defined

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17.4.10	Following receipt of the report in 17.4.9.	Contact the sender of the GD Provider Response to GDCC to request investigation and resolution of issues.	Code Manager	Green Deal Provider; or Green Deal Finance Party	Not defined	Not defined
17.4.11	Following 17.4.8, where the notification passes validation	Update records accordingly.	GDCC		Internal process	N/A
17.4.12	Following 17.4.5.	Send a notice setting out: a. the corresponding Green Deal Plan ID; b. the amount of each initial Daily Green Deal Charge; c. details of where that Green Deal Bill Payer can find impartial advice and information about its Green Deal Plan, including a telephone number and website address; and	Electricity Supplier	New Green Deal Bill Payer	Not defined	Not defined

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		d. how its Personal Data is used in connection with the Green Deal Plan.				

17.5. Where

(a) an Electricity Supplier makes a change to the name, telephone number or company number on an existing Green Deal Bill Payer's Account; or

(b) an Electricity Supplier determines that a Green Deal Bill Payer has ceased to be jointly liable for Green Deal Charges in relation to a Green Deal Plan, but one or more other existing Green Deal Bill Payers remain liable for those charges,

Then the Electricity Supplier shall follow the process below:

Ref	When	Action	From	To	Interface	Means
17.5.1	Within 2 WDs of updating a Green Deal Bill Payer's Account.	Send notification of the new Green Deal Bill Payer's name; and (to the extent the Electricity Supplier is aware of such information) mailing address, telephone number and company number; and the date that the updated details had	Electricity Supplier	GDCC	D0326 Green Deal Licensee Update to Bill Payer Details	DTN

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		effect.				
17.5.2	Following receipt of the notification in 17.5.1.	Carry out standard message validation in accordance with Paragraph 12.7. If the message fails validation, progress to 17.5.3. If the message passes validation, progress to 17.5.5 and 17.5.6.	GDCC		Internal process	N/A
17.5.3	Following 17.5.2, where the notification fails validation.	Send notification that the proposed update has failed validation.	GDCC	Electricity Supplier	D0343 Response from GDCC to GD Licensee	DTN
17.5.4	Following 17.5.3.	Determine next steps and restart from 17.5.1 if required.	Electricity Supplier		Internal process	N/A
17.5.5	Following 17.5.2, where the notification passes validation.	Send notification that the proposed update has passed validation.	GDCC	Electricity Supplier	D0343 Response from GDCC to GD Licensee	DTN
17.5.6	Following 17.5.2, where the notification passes validation.	Send notification of the change in Green Deal Payer's details.	GDCC	Green Deal Provider(s); or Green Deal Finance Party	D0338 Update to Bill Payer Details	DTN
17.5.7	Following receipt	Send notification accepting	Green Deal	GDCC	D0320 GD	DTN

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	of the notification in 17.5.6 and within 1 WD.	or rejecting receipt.	Provider; or Green Deal Finance Party		Provider Response to GDCC	
17.5.8	Following receipt of the notification in 17.5.7	Validate that it relates to a valid GDCC Instruction Number for a Market Message issued to the sending Green Deal Provider. Where the notification fails validation progress to 17.5.9, otherwise progress to 17.5.11.	GDCC		Internal process	N/A
17.5.9	Following 17.5.8, where the notification fails validation.	Generate a report to the Code Manager for investigation.	GDCC	Code Manager	Not defined	Not defined
17.5.10	Following receipt of the report in 17.5.9.	Contact the sender of the GD Provider Response to GDCC to request investigation and resolution of issues.	Code Manager	Green Deal Provider; or Green Deal Finance Party	Not defined	Not defined

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17.5.11	Following 17.5.8, where the notification passes validation	Update records accordingly.	GDCC		Internal process	N/A

18 Change of Green Deal Provider

18.1. A Green Deal Plan can be transferred in the following circumstances:

(a) reassignment of responsibility for a Green Deal Plan record between Green Deal Finance Parties;

(b) reassignment of responsibility for a Green Deal Plan record from a Green Deal Provider to a Green Deal Finance Party;

(c) reassignment of responsibility for a Green Deal Plan record from a Green Deal Finance Party to a Green Deal Provider;

(d) reassignment of responsibility for a Green Deal Plan record between Green Deal Providers.

18.2. For each scenario, the process below should be followed:

Ref	When	Action	From	To	Interface	Means
18.2.1	Within 5 WDs of agreeing that a	Send notification of the change of Green Deal	Existing Green Deal Provider	GDCC	D0333 Change of Green Deal	DTN

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	Green Deal Plan should be re-assigned.	Provider with associated effective from date.	or Finance Party (in the case of a Nominated Green Deal Plan).		Provider	
18.2.2	Following receipt of the notification in 18.2.1.	Carry out standard message validation in accordance with Paragraph 12.7. If the message fails validation, progress to 18.2.3. If the message passes validation, progress to 18.2.5 and 18.2.6.	GDCC		Internal process	N/A
18.2.3	Following 18.2.2, where the notification fails validation.	Send notification that the proposed update has failed validation.	GDCC	Existing Green Deal Provider	D0334 Request for New Green Deal MPAN Core	DTN
18.2.4	Following 18.2.3.	Determine next steps and restart from 18.2.1 if required.	Existing Green Deal Provider		Internal process	N/A
18.2.5	Following 18.2.2 where the notification passes validation.	Send notification that the proposed update has passed validation.	GDCC	Existing Green Deal Provider	D0334 Request for New Green Deal MPAN Core	DTN

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18.2.6	Following receipt of the notification in 18.2.5	Confirm that the transfer has been completed in GDCC.	Existing Green Deal Provider	New Green Deal Provider	Not defined	Not defined
18.2.7	Following 18.2.2 where the notification passes validation.	Send details of the new Green Deal Provider	GDCC	Electricity Supplier	D0325 Update Green Deal Plan Information for Green Deal Licensee	DTN
18.2.8	Following receipt of the notification in 18.2.7.	Send notification accepting or rejecting receipt.	Electricity Supplier	GDCC	D0341 GD Licensee Response to GDCC	DTN
18.2.9	Following receipt of the notification in 18.2.8.	Validate that it relates to a valid GDCC Instruction Number for a Market Message issued to the sending Electricity Supplier. Where the notification fails validation progress to 18.2.10, otherwise progress to 18.2.11.	GDCC		Internal process	N/A
18.2.10	Following 18.2.9, where the notification fails validation.	Generate a report to the Code Manager for investigation.	GDCC	Code Manager	Not defined	Not defined
18.2.11	Following receipt	Contact the sender of	Code Manager	Electricity	Not defined	Not defined

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	of the report in 18.2.9.	the GD Licensee Response to GDCC to request investigation and resolution of issues.		Supplier		
18.2.12	Following 18.2.9, where the notification passes validation	Update records accordingly.	GDCC		Internal process	N/A

18.3. Where a Green Deal Provider and a Green Deal Finance Party agree a Notice of Transfer, the Green Deal Provider shall update the GDCC using the process in 18.2 above. Where the result of the GDCC validation is a pass, then the relevant Green Deal Finance Party shall, for the purposes of the GDCC and the Nominated Green Deal Plan(s) only (and without prejudice to the terms of its Access Agreement), be treated as equivalent in all material respects to a user of the GDCC that is a Green Deal Provider.

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19 Retrospective Amendments to Green Deal Central Charging Database

19.1. Where a GDCC User identifies a need to correct data submitted to the GDCC and such an amendment cannot be made via the standard process in accordance with Paragraph 15, they shall contact the Code Manager and provide details of:

(a) the erroneous data submitted; and

(b) the revisions required.

19.2. On such notification, the Code Manager shall assess the request to determine the required actions to effect a correction of the data.

19.3. Where, in the opinion of the Code Manager, the data can be corrected via the use of a DTN Market Message, the Code Manager shall contact the GDCC User who identified the need to correct the data and (where a different person) any GDCC User who would need to generate the DTN Market Message in order to correct the erroneous data and provide sufficient information to allow the correction to be made.

19.4. Where, in the sole opinion of the Code Manager, manual retrospective amendments to data in the GDCC will be required, the Code Manager shall:

(a) confirm the need for a manual retrospective amendment to the notifying GDCC User and (if a different person), the GDCC User that entered the erroneous data into the GDCC;

(b) liaise with the GDCC Provider to confirm the timings and nature of manual amendments to be made to the GDCC;

(c) liaise with all affected GDCC Users to ensure that, when applied, any retrospective amendments result in alignment of data between affected organisations systems;

(d) ensure that the required manual retrospective amendments are carried out;

(e) calculate the costs of correcting the erroneous data and inform RECCo of these; and

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(f) on approval from RECCo, ensure that an appropriate amount is invoiced to the GDCC User that entered the erroneous data into the GDCC.

PART D – Green Deal Charges and Quarterly Payments

20 Green Deal Charges

Rights and Obligations

20.1. Section 1(6) of the Energy Act 2011 makes provision for the payment and collection of Green Deal Charges and provides, among other things, that Green Deal Charges are to be:

(a) recoverable as debts by the relevant Electricity Supplier from the relevant Green Deal Bill Payer; and

(b) recovered and held by the relevant Electricity Supplier as agent and trustee for the relevant Green Deal Provider (unless the relevant Electricity Supplier is also that person).

20.2. This Paragraph 20 and Paragraph 21 set out the terms on which each Electricity Supplier shall recover and hold Green Deal Charges, and also provide for the remittance of such payments to Green Deal Providers (or their nominees).

20.3. The relevant Green Deal Provider and the relevant Electricity Supplier acknowledge and agree that the Electricity Supplier shall act as the Green Deal Provider's agent and trustee for the collection of Green Deal Charges for any relevant Green Deal Plan, following the Green Deal Charge Start Date, on the terms of this Paragraph 20.

20.4. Paragraph 20.3 shall not apply where the Green Deal Provider is the same person as the relevant Electricity Supplier.

20.5. Any action that an Electricity Supplier takes, or purports to take, on behalf of a Green Deal Provider at a time when the Electricity Supplier is not authorised to do so, shall, if subsequently ratified by the Green Deal Provider, be as valid as if the Green Deal Provider had expressly authorised that action in advance.

20.6. Each Supplier shall, while acting as agent and trustee for a Green Deal Provider, act towards the relevant Green Deal Provider conscientiously and in good faith.

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20.7. Subject to Paragraphs 20.23 and 20.31, while an Electricity Supplier is acting as agent and trustee for a Green Deal Provider, the relevant Green Deal Provider shall:

(a) act conscientiously and in good faith at all times toward that Electricity Supplier;

(b) not collect or attempt to collect Green Deal Charges directly from the relevant Green Deal Bill Payer; and

(c) not appoint anyone else as agent for the collection of Green Deal Charges under the relevant Green Deal Plan.

20.8. Each Electricity Supplier shall hold each item of Green Deal Trust Property on trust for the benefit of the relevant Green Deal Provider. This means that Electricity Suppliers shall have:

(a) no beneficial interest in any Green Deal Trust Property; and

(b) no right to use Green Deal Charges for their own business purposes in the period between recovering them from Green Deal Bill Payers and remitting them to Green Deal Providers.

20.9. Each Green Deal Provider acknowledges that, when Green Deal Charges are recovered and held by an Electricity Supplier, they may be commingled with the Electricity Supplier's own funds.

20.10. Each Electricity Supplier has the power to invest Green Deal Charges recovered and held by it by placing them on deposit with a bank and:

(a) the deposits may be made in the name of the Electricity Supplier or in the name of an Affiliate of the Electricity Supplier; and

(b) the funds so deposited may remain commingled with the Electricity Supplier's own funds and those of its Affiliate(s),

20.11. provided that the Electricity Supplier must notify the relevant bank and account holding Affiliate (where applicable) that the Green Deal Charges in the bank account are held on trust for the benefit of Green Deal Providers pursuant to section 1(6) of the Energy Act 2011 and this REC Schedule.

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20.12. Any interest or other benefits (if any) earned by an Electricity Supplier with respect to Green Deal Charges held by it shall belong to the relevant Electricity Supplier.

20.13. Each Electricity Supplier must keep a balance in the bank account into which Green Deal Charges are received or invested under Paragraph 20.10 at least equal to the value of Green Deal Charges that it reasonably estimates that it is holding at any given time.

20.14. If an Electricity Supplier holds insufficient funds to remit Green Deal Charges already received by it to the relevant Green Deal Providers, the trust claims of the relevant Green Deal Providers in respect of those Green Deal Charges shall abate rateably with each other.

Recovery of Green Deal Charges

20.15. The amount of Green Deal Charges to recover shall be determined by reference to the Green Deal Bill Payer's payment method for electricity bills and the requirements in Appendix 2. For each Green Deal Plan, the Green Deal Charges are set out in the notifications described in Paragraph 14, and changes to the data may be made according to the processes in Paragraph 15.

20.16. An Electricity Supplier shall not cancel or amend, or in any dealing with a Green Deal Bill Payer purport to cancel or amend (either in part or whole), an obligation to pay a Green Deal Charge.

20.17. Each Electricity Supplier shall use comparable processes and efforts to recover Green Deal Charges from the relevant Green Deal Bill Payer that it uses to collect Charges for the Supply of Electricity.

20.18. This REC Schedule shall not require a Gaining Supplier to recover a Green Deal Bill Payer's Green Deal Charges that fell due for recovery by a Losing Supplier prior to the time that the Gaining Supplier became the Green Deal Provider's agent and trustee for the collection of Green Deal Charges for that Green Deal Plan, unless that Green Deal Bill Payer owes Outstanding Charges that are Charges for the Supply of Electricity that fell due for recovery by the Losing Supplier and the Gaining Supplier agrees to recover those Outstanding Charges.

20.19. Where a Green Deal Premises becomes vacant or is de-energised, Daily Green Deal

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Charges shall still accrue and the obligation to recover Green Deal Charges from the relevant Green Deal Bill Payer does not end.

20.20. Green Deal Providers acknowledge that under Condition 36.11 (Payment method and frequency of billing) of the Electricity Supply Licences, where a Green Deal Bill Payer who is not an Electricity Consumer requests receipt of a bill before paying Green Deal Charges, an Electricity Supplier must send that Green Deal Bill Payer a bill in relation to those Green Deal Charges at intervals of not more than 3 months.

20.21. When dealing with Green Deal Bill Payers, each Electricity Supplier shall have regard to any guidance on debt collection issued by the Financial Conduct Authority prevailing from time to time.

Cessation of Green Deal Charges

20.22. Where:

(a) the Green Deal Bill Payer owes Outstanding Charges for both Charges for the Supply of Electricity and Green Deal Charges, and:

(i) the relevant Electricity Supplier collects from the Green Deal Bill Payer an amount less than the Outstanding Charges, in full and final settlement of those Outstanding Charges;

(ii) a third party debt collector appointed by the Electricity Supplier as its agent for collection collects from the Green Deal Bill Payer an amount less than the Outstanding Charges, in full and final settlement of those Outstanding Charges; or

in each case, such amount being the "**Collected Amount**";

(iii) a third party debt collector pays the Electricity Supplier an amount less than the Outstanding Charges in consideration of transferring the right to collect those Outstanding Charges directly from the Green Deal Bill Payer,

(b) such Collected Amount[108] is applied in proportion and equally without any preference between them to the Outstanding Charges for Charges for the Supply of Electricity and the Green Deal Charges;

[108] Which shall be deemed to be net of any fee charged to the Electricity Supplier by

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the third party debt collector for its collection service (in relation to the relevant Green Deal Bill Payer only).

(c) the Green Deal Bill Payer has ceased to be liable to pay the relevant Electricity Supplier's electricity bills for the property accruing from time to time; and

(d) the Electricity Supplier sends a notification to the GDCC confirming at least the following:

(i) a negotiated settlement has occurred;

(ii) the amount of the Green Deal Charges that, as a result, have not been collected; and

(iii) the last known address of the Green Deal Bill Payer,

then the Green Deal Provider authorises and accepts such reduction in Green Deal Charge arrears as a binding reduction to the total Green Deal Charges payable under the relevant Green Deal Plan.

20.23. Where:

(a) the Green Deal Bill Payer owes Outstanding Charges that are:

(i) Charges for the Supply of Electricity and Green Deal Charges; or

(ii) Green Deal Charges;

(b) the relevant Electricity Supplier decides not to collect the whole of those Outstanding Charges from the Green Deal Bill Payer;

(c) the Green Deal Bill Payer has ceased to be liable to pay the relevant Electricity Supplier's electricity bills for the property accruing from time to time; and

(d) the Electricity Supplier sends a notification to the GDCC confirming at least the following:

(i) a cancellation of the Outstanding Charges that are Charges for the Supply of Electricity has occurred;

(ii) the amount of the Green Deal Charges that, as a result, have not been collected; and

(iii) the last known address of the Green Deal Bill Payer,

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then that Electricity Supplier shall no longer be under an obligation to collect and remit the Green Deal Charge arrears.

20.24. Where a notification under Paragraph 20.22(d) or 20.23(d) is received by the GDCC, the relevant Remittance Processor shall be notified following the process below:

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Ref	When	Action	From	To	Interface	Means
20.24.1	As required.	Send a notification of collection cessation, including the information required by Paragraph 20.22(d) or 20.23(d).	Electricity Supplier	GDCC	D0342 Notice of Collection Cessation	DTN
20.24.2	Following receipt of the notification in 20.24.1	Validate that the Remittance Processor MPID provided in the notification is valid for the date the transaction was received. Where the notification fails validation progress to 20.24.3, otherwise progress to 20.24.5.	GDCC		Internal process	N/A
20.24.3	Following 20.24.2, where the notification fails validation.	Generate a report to the Code Manager for investigation.	GDCC	Code Manager	Not defined	Not defined
20.24.4	Following receipt of the report in 20.24.3	Contact the sender of the Notice of Collection Cessation to request investigation and resolution of issues.	Code Manager	Electricity Supplier	Not defined	Not defined
20.24.5	Following 20.24.2, where the notification passes validation.	Send notification to the Remittance Processor identified in the Notice of Collection Cessation.	GDCC	Remittance Processor	D0342 Notice of Collection Cessation	DTN
20.24.6	Following receipt of the	Update systems and data as required.	Remittance Processor		Internal process	N/A

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	notification in 20.24.5.					
20.24.7	Following receipt of the notification in 20.24.6	Determine whether to attempt to recover the unpaid Green Deal Charges directly from the Green Deal Bill Payer.	Remittance Processor	Green Deal Bill Payer	Not defined	Not defined

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Bill Payer Insolvency

20.25. Where:

(a) a Green Deal Bill Payer is subject to an Insolvency Event;

(b) that Green Deal Bill Payer:

(i) owes Outstanding Charges that are Charges for the Supply of Electricity and Green Deal Charges; or Green Deal Charges; and

(ii) has ceased to be liable to pay the relevant Electricity Supplier's electricity bills for the property accruing from time to time (whether as a result of the relevant Electricity Supplier deciding not to collect the whole of those Outstanding Charges from the Green Deal Bill Payer or otherwise); and

(c) the Electricity Supplier sends a notification to the GDCC confirming at least the following:

(i) the identity of the Green Deal Bill Payer that is subject to an Insolvency Event and the date on which that Insolvency Event occurred;

(ii) the amount of the Green Deal Charges that, as a result, have not been collected; and

(iii) the last known address of that Green Deal Bill Payer,

then that Electricity Supplier shall no longer be under an obligation to collect and remit the Green Deal Charge arrears and shall treat the relevant Green Deal Bill Payer's Account as closed as of the date of the Insolvency Event.

20.26. Where Paragraph 20.24 applies:

(a) that Green Deal Bill Payer's Account shall be closed with effect from the date of the Insolvency Event, and charges due up to that date shall be included on a final account; and

(b) any payments made after the date the Green Deal Bill Payer's Account is closed shall be refunded directly to that Green Deal Bill Payer.

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Other considerations

20.27. Nothing in this Paragraph 20 shall prevent an Electricity Supplier from cancelling Outstanding Charges that are either Charges for the Supply of Electricity or any amount other than a Green Deal Charges owed by a Green Deal Bill Payer.

20.28. Where an Electricity Consumer (who is a Green Deal Bill Payer) undergoes a Switch, and the Losing Supplier collects Green Deal Charge arrears from that Electricity Consumer, the prevailing Remittance Bank Account specified on the GDCC for the relevant Green Deal Plan shall be used.

20.29. If, following an Electricity Supplier receiving a settlement in accordance with Paragraph 20.21, such Electricity Supplier receives additional payment from the Green Deal Bill Payer for the relevant Outstanding Charges in excess of such settlement, such excess amount shall be treated as a Payment under Paragraph 2.2.1(b) of Appendix 2.

20.30. Where the Authority decides that an Electricity Supplier has breached Condition 37.9 (Notice of Green Deal Charge arrears) of its Electricity Supply Licence or where the Electricity Supplier accepts that it has not complied with that condition:

(a) the relevant Green Deal Provider shall, within 10 Working Days of being notified of such breach or non-compliance, directly reimburse the relevant Green Deal Bill Payer all interest (and fees, if any) charged and collected in respect of Green Deal Charges for such period(s) of breach or non-compliance; and

(b) the Electricity Supplier shall reimburse the relevant Green Deal Provider the amount under this Paragraph 20.29 within 20 Working Days of receipt of an invoice from the Green Deal Provider.

20.31. On receipt of a notification from the Secretary of State that the liability of a Green Deal Bill Payer to make Green Deal Charges is cancelled or reduced pursuant to Chapter 3 of Part 8 of the Green Deal Framework Regulations, the relevant:

(a) Green Deal Provider (in the case of a Green Deal Plan); or

(b) Green Deal Finance Party (in the case of a Nominated Green Deal Plan),

20.32. shall immediately update the GDCC to reflect such cancellation or reduction.

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20.33. Where (pursuant to the Consumer Credit Act 1974 or otherwise) a Green Deal Bill Payer wishes (and is entitled) to discharge some or all liabilities under the Green Deal Plan by paying some or all remaining Green Deal Charges, whether or not presently due, and notifies the relevant:

(a) Electricity Supplier, the Electricity Supplier shall inform the relevant Green Deal Bill Payer that the sum to be paid with respect to such Green Deal Charges should be paid directly to the relevant Green Deal Provider;

(b) Green Deal Provider, the Green Deal Provider shall update the GDCC within 3 Working Days of receiving payment from the Green Deal Bill Payer; or

(c) where the Green Deal Plan is a Nominated Green Deal Plan:

(i) Green Deal Provider, the Green Deal Provider shall notify the relevant Green Deal Finance Party within 3 Working Days of receiving payment from the Green Deal Bill Payer and that Green Deal Finance Party shall update the GDCC within 3 Working Days of such notification; or

(ii) Green Deal Finance Party, the Green Deal Finance Party shall: (A) inform the relevant Green Deal Bill Payer that the sum to be paid with respect to such Green Deal Charges should be paid directly to the relevant Green Deal Provider; and (B) update the GDCC, within 3 Working Days of receiving a notification under Paragraph 20.31 (c)(i).

20.34. Where a Green Deal Bill Payer wishes (and is entitled) to discharge some or all liabilities under the Green Deal Plan under Paragraph 20.31, the Green Deal Provider shall ensure that they take reasonable endeavours to allow for the maximum time for the amendments to be made to the Green Deal Charge Start Date.

20.35. Where:

(a) a Green Deal Plan is amended under Paragraph 20.30 or 20.31;

(b) all remaining Green Deal Charges have been paid; and

(c) the total funds that have been remitted under Paragraph 21 (whether by one or more Electricity Supplier) less any Reclaimed Amounts (whether by one or more Electricity Supplier) are, in aggregate, greater than the total Green Deal Charges payable under that Green Deal Plan,

the relevant Remittance Person (or, where it is a Nominee Remittance Person, the

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Green Deal User which nominated it) shall within 10 Working Days of receiving such excess amount, reimburse the prevailing Green Deal Bill Payer that excess amount.

21 Remittance of Green Deal Charges

21.1. A Green Deal Provider may (in respect of a Green Deal Plan) and a Green Deal Finance Party may (in respect of a Nominated Green Deal Plan):

(a) directly receive Remittance Amounts (and pay Reclaimed Amounts) under this REC Schedule; or

(b) nominate a person to receive Remittance Amounts (and to pay Reclaimed Amounts) in place of that Green Deal Provider (which person is known as a Nominee Remittance Person).

21.2. Each Green Deal Provider may specify one Remittance Bank Account in respect of each Remittance Person within the GDCC, and may update it from time to time.

21.3. Each Green Deal Provider that has nominated one or more Nominee Remittance Persons, represents that it has the right of access to any Remittance Information provided to such Nominee Remittance Persons under this Paragraph 21.

21.4. The Remittance Person that holds the Remittance Bank Account shall (or, where it is a Nominee Remittance Person, the Green Deal User which nominated it shall procure that the Nominee Remittance Person shall) provide the relevant Electricity Supplier with such information as it reasonably requires to verify the Remittance Person's identity prior to instructing the funds transfer.

21.5. The Electricity Supplier shall remit funds in accordance with the following process:

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Ref	When	Action	From	To	Interface	Means
21.5.1	On each Remittance Date.	Instruct the funds transfer of the Remittance Amount to the prevailing Remittance Bank Account specified within the GDCC for the relevant Remittance Person.	Electricity Supplier	Remittance Processor	BACS, CHAPS, Faster Payments Service or such other method that is agreed between the parties under operational procedures	
21.5.2	Following 21.5.1	Send remittance details.	Electricity Supplier	GDCC	D0328 Provide Remittance Details	DTN
21.5.3	Following receipt of the information in 21.5.2.	Carry out standard message validation in accordance with 12.7. Where the notification fails validation progress to 21.5.4, otherwise progress to 21.5.6.	GDCC		Internal process	N/A
21.5.4	Following 21.5.3,	Generate a report for	GDCC	Code Manager	Not defined	Not defined

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	where the notification fails validation.	investigation.				
21.5.5	Following receipt of the report in 21.5.4.	Contact the Electricity Supplier who sent the notification in 21.5.2 in order to request investigation and resolution of issues.	Code Manager	Electricity Supplier	Not defined	Not defined
21.5.6	Following 21.5.3, where the notification passes validation.	Send remittance details.	GDCC	Green Deal Remittance Processor	D0328 Provide Remittance Details	DTN
21.5.7	Following receipt of the notification in 21.5.6.	Check the records received for accuracy and reconcile to monies received and/or claimed.	Green Deal Remittance Processor		Internal process	N/A
21.5.8	Either within: a. 3 Working Days of receipt of the Cleared Funds; b. 3 Working Days of receipt a notification sent	Send notification of acceptance of the updates.	Green Deal Remittance Processor	GDCC	D0329 Response to Green Deal Remittance Details	DTN

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	under 21.5.6 which indicates that the total charges to be remitted are zero or a negative value; or c. 1 Working Day where the notification relates to a Reclaimed Amount.					
21.5.9	Within 5 Working Days of receipt of a notification received under 21.5.6 where the notification indicates the total charges to be remitted is a positive value and no funds are received.	Send notification querying the updates.	Green Deal Remittance Processor	GDCC	D0329 Response to Green Deal Remittance Details	DTN
21.5.10	Following receipt of the	Validate the	GDCC		Internal Process	N/A

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	notification in 21.5.8 or 21.5.9.	Electricity Supplier MPID provided in the notification, for the date the transaction was received. Where the notification fails validation progress to 21.5.11, otherwise progress to 21.5.13 and 21.5.14.				
21.5.11	Following 21.5.10, where the notification fails validation.	Generate a report for investigation.	GDCC	Code Manager	Not defined	Not defined
21.5.12	Following receipt of the report in 21.5.11.	Contact the Green Deal Remittance Processor who sent the information in order to request investigation and resolution of issues.	Code Manager	Green Deal Remittance Processor	Not defined	Not defined
21.5.13	Following 21.5.12.	Investigate and resolve issues with the data and progress to 21.5.7.	Green Deal Remittance Processor		Internal process	N/A

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21.5.14	Following 21.5.10, where the notification passes validation.	Send response to the Electricity Supplier.	GDCC	Electricity Supplier	D0329 Response to Green Deal Remittance Details	DTN
21.5.15	Where the information received in 21.5.14 indicates an error in the corresponding data sent in 21.5.2.	Investigate and restart the process at 21.5.2.	Electricity Supplier		Internal process	N/A
21.5.16	Where the information received in 21.5.14 indicates no errors.	Update record to confirm reconciliation of data and monies remitted and/or reclaimed.	Electricity Supplier		Internal process	N/A

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21.6. Where more than one Remittance Amount is to be transferred to a Remittance Processor on a particular day, those Remittance Amounts may be remitted in aggregate to that Remittance Person, but separate notices must be sent in respect of each Green Deal Plan.

21.7. Where the GDCC is unavailable (on either a scheduled or unscheduled basis) notifications under this Paragraph 21 shall be given as soon as reasonably practicable after the GDCC becomes available.

Amount of Green Deal Charges to remit

21.8. The amount of Green Deal Charges to remit to Green Deal Providers shall be determined under Appendix 2.

Reclaim of remitted Green Deal Charges

21.9. Subject to Paragraph 21.10, where, for a Green Deal Plan, an Electricity Supplier has remitted funds under Paragraph 21.5:

(a) in excess of the Remittance Amount payable on a Remittance Date;

(b) which is an amount remitted under Paragraph 1.4.1(a) of Appendix 2 and the Electricity Supplier is unable to recover it from the Green Deal Bill Payer under the Additional Conditions in Paragraph 1.4.1(c) of Appendix 12; or

(c) which had been collected from the Green Deal Bill Payer and such amounts (in whole or in part) have subsequently been refunded to the Green Deal Bill Payer,

then the Electricity Supplier may reclaim from the prevailing Remittance Person (or, where it is a Nominee Remittance Person, the Green Deal User which nominated it) an amount equivalent to that excess, unrecoverable amount or refund (as applicable) (known as a Reclaimed Amount), and the relevant Green Deal Provider shall indemnify the Electricity Supplier in respect of any amounts a Nominee Remittance Person owes that Electricity Supplier.

21.10. Paragraph 21.9 shall not apply to any amounts where a period of more than 27 months

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has lapsed since that amount was remitted under Paragraph 21.5.

21.11. The Electricity Supplier shall, as soon as reasonably practicable, send a notification to the GDCC of the Remittance Information for each Green Deal Plan to which the Reclaimed Amount relates. This shall be done in accordance with the process in Paragraph 21.5.

21.12. Where the notification under Paragraph 21.11:

(a) is given on a Remittance Date, the Remittance Amount and the Reclaimed Amount shall be aggregated to produce a single net amount, and where this is a negative amount, the Remittance Person shall (or, where it is a Nominee Remittance Person, the Green Deal User which nominated it shall procure that the Nominee Remittance Person shall) as soon as reasonably practicable, but in any event not more than 3 Working Days, instruct the funds transfer of the absolute value of that amount to the prevailing Supplier Bank Account of the relevant Electricity Supplier; or

(b) is not given on a Remittance Date, the Remittance Person shall (or, where it is a Nominee Remittance Person, the Green Deal User which nominated it shall procure that the Nominee Remittance Person shall) as soon as reasonably practicable, but in any event not more than 3 Working Days, instruct the funds transfer of the Reclaimed Amount to the prevailing Supplier Bank Account of the relevant Electricity Supplier.

21.13. The relevant Electricity Supplier that holds the Supplier Bank Account shall provide the relevant Remittance Person with such information as it reasonably requires to verify the Electricity Supplier's identity prior to instructing the funds transfer.

21.14. Where more than one Reclaimed Amount is to be reclaimed on a particular day, they may be reclaimed in aggregate from the relevant Green Deal User, but separate notices must be sent in respect of each Green Deal Plan.

21.15. Where a Green Deal Provider has nominated a Nominee Remittance Person, such nomination shall not take effect until the Green Deal Provider specifies a Remittance Bank Account on the GDCC in the name of the Nominee Remittance Person.

21.16. Where, for a Green Deal Plan:

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(a) the payment frequency for the relevant Green Deal Bill Payer is monthly (which shall be determined solely by reference to item "GD Energy Payment Frequency" in the relevant Provide Remittance Details Market Message); and

(b) 74 calendar days has lapsed since the relevant Green Deal Remittance Processor was last notified of the Remittance Information for that Green Deal Plan under Paragraph 21.5,

then the Electricity Supplier shall, within 3 Working Days, send a notification to the GDCC (using the Provide Remittance Details Market Message) of the Remittance Information for that Green Deal Plan, with the Remittance Amount set (for the purpose of this Paragraph only) to zero.

21.17. Where, for a Green Deal Plan:

(a) the payment frequency for that Green Deal Bill Payer is quarterly (which shall be determined solely by reference to item "GD Energy Payment frequency" in the relevant Provide Remittance Details Market Message); and

(b) 145 calendar days has lapsed since the relevant Green Deal Remittance Processor was last notified of the Remittance Information for that Green Deal Plan under Paragraph 21.5,

then the Electricity Supplier shall, within 3 Working Days, send a notification to the GDCC (using the Provide Remittance Details Market Message) of the Remittance Information for that Green Deal Plan, with the Remittance Amount set (for the purpose of this Paragraph only) to zero.

22 Recovery and Distribution of Green Deal Provider Quarterly Payments

22.1. Green Deal Providers (or, in respect of Nominated Green Deal Plans, the relevant Green Deal Finance Party) are required under this REC Schedule to make payments to RECCo in respect of functions discharged in connection with Green Deal payments. Quarterly Payments by Green Deal Providers are based on an agreed daily amount (known as the Base Amount) paid for each day that each of them are associated with an applicable Green Deal Plan.

22.2. This Base Amount is payable from the date that the relevant charging information has been entered into the GDCC, until the Green Deal Plan Actual End Date (as stored in the GDCC against the related Green Deal Plan record) is reached.

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22.3. The Code Manager shall nominate, from time to time, a bank account as the "Quarterly Payment Bank Account" for the purposes of this Paragraph 22. A funds transfer to the Quarterly Payment Bank Account shall be in full and final settlement of any liabilities owed under this REC Schedule to pay the relevant Quarterly Payments.

22.4. The Quarterly Payment payable by each Green Deal Provider and Green Deal Finance Party shall be an amount equal to the Green Deal Plan Base Amount multiplied by the Total Quarterly Plans, summed over each day in the Quarter.

22.5. RECCo shall use the Quarterly Payments received under this Paragraph 22 to offset the costs it would otherwise recover under Clause 9 (Annual Budget and Cost Recovery) of the main body of this Code.

Adjustments to Green Deal Plan Base Amount and Green Deal Plan Voluntary Supplier Amount

22.6. The Secretary of State may from time to time review and specify (in pence per Green Deal Plan) a new Green Deal Plan Base Amount, provided that:

(a) it publishes its reasons for specifying the new amount;

(b) the previous Green Deal Plan Base Amount shall continue to apply to existing Green Deal Plans for the duration of their terms; and

(c) such new amount shall only apply to those Green Deal Plans where the date the initial Green Deal Arrangements Data for such Green Deal Plan had been entered onto the GDCC after the date the new amount was specified.

Quarterly payment threshold

22.7. The REC Board may from time to time determine the Quarterly Payment Threshold. This is a threshold amount below which the Code Manager shall not issue a request for payment in relation to a Green Deal Provider's Quarterly Payment.

22.8. The Code Manager shall, within 10 Working Days of the value for the Quarterly Payment Threshold having been determined, inform all Green Deal Users of that value by email.

22.9. Where a Green Deal Providers Quarterly Payment falls below the Quarterly Payment

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Threshold, the Code Manager shall accrue the amounts due until either:

(a) the sum of all that Green Deal Provider's Quarterly Payments due exceeds the Quarterly Payment Threshold; or

(b) that Green Deal Provider's Quarterly Payments for the final Quarter of the year are calculated.

Process for Quarterly Payments by Green Deal Providers

22.10. The Green Deal Users shall follow the process below in respect of Quarterly Payments:

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Ref	When	Action	From	To	Interface	Means
22.10.1	At the end of the Green Deal Quarter.	Send report to enable calculation of the Quarterly Payments.	GDCC	Code Manager	Not defined	REC Portal
22.10.2	Following receipt of the report in 22.10.1.	Calculate the amounts payable by Green Deal Providers and Green Deal Finance Parties that are due to each Electricity Supplier.	Code Manager		Internal process	N/A
22.10.3	Within 5 WDs of the end of the Quarter.	Send request for payment together with a statement showing how the Quarterly Payments have been calculated.[123]	Code Manager	Green Deal Provider, or Green Deal Finance Party	GD Provider Detail Report	REC Portal or email,
22.10.4	Following receipt of the request in 22.10.3 and within 20 WDs	Validate request and transfer Quarterly Payment(s).	Green Deal Provider, or Green Deal Finance Party	Quarterly Payment Bank Account	BACS, CHAPS, Faster Payments Service or such other method that is agreed by the Code Manager.	

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22.11. For 22.10.3, all sums shall be expressed exclusive of VAT. If VAT is chargeable by reference to any supply made by an Electricity Supplier to a Green Deal Provider or Finance Party for which the amount payable under 22.14 is the consideration, then the invoice issued shall be an appropriate VAT invoice; and the relevant Green Deal Provider or Finance Party (as applicable) must pay an amount equal to such VAT (in addition to and at the same time as paying the consideration for such Electricity Supplier).

Recovery of overdue payments

22.12. The Code Manager shall instigate the processes under Paragraph 22.13 if a Green Deal Provider or Green Deal Finance Party has not either:

(a) deposited a duly requested amount in the Quarterly Payment Bank Account by the due date; or

(b) raised a dispute regarding a request for payment or invoice received from RECCo and paid any parts of the monies due that are not in dispute.

22.13. The processes for the recovery of such overdue amounts are:

(a) where an amount is overdue by 15 Working Days, the Code Manager will contact the relevant person to request payment; such request may be verbal, by electronic means or via post as appropriate;

(b) where an amount is overdue by 30 Working Days, the Code Manager shall make a formal request for payment of the overdue amounts, which may include any accrued interest; and

(c) where an amount is overdue by 60 Working Days, the Code Manager shall report the matter to the REC Performance Assurance Board.

Disputed Quarterly Payments

22.14. A Green Deal Provider may dispute in good faith any sum requested under this Paragraph 22. Where a dispute is raised, the Green Deal Provider shall make payment of any undisputed amount in accordance with this Paragraph 22, and shall give notice

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in writing of the amount in dispute and the reasons for the dispute to the Code Manager.

22.15. No Green Deal User shall raise a dispute where a period of more than 12 months has lapsed since the sum was invoiced, remitted or transferred to it (as applicable).

22.16. Without prejudice to the provisions of Clause 22 (Disputes) in the main body of this Code, the relevant Green Deal Users shall seek to settle the dispute as soon as reasonably possible.

22.17. Any adjustment payment required to be made in accordance with the resolution of a dispute under this Paragraph 22 shall be made within 3 Working Days of that resolution.

Interest

22.18. If a Green Deal User fails to pay any amount in accordance with this Paragraph 22, interest shall be payable on that amount at the Relevant Interest Rate compounded daily from the date that payment fell due, but excluding, the date payment is made.

22.19. If, following the resolution of a dispute or otherwise to correct any mistaken overpayment or underpayment made in good faith, a party is required to pay an amount under this Paragraph 22, interest shall be payable on that amount at an annual rate equal to the Relevant Interest Rate compounded daily from the date when the amount would have been paid or not paid (as applicable) if the dispute, overpayment or underpayment had not occurred until, but excluding, the date payment is made.

Data Retention and Audit

22.20. Each Green Deal User (where relevant) shall ensure, in respect of each Green Deal Plan, that it securely maintains a copy of the following data:

(a) in the case of an Electricity Supplier, Green Deal Charges recovered, held and remitted by it;

(b) in the case of a Green Deal Provider and a Green Deal Finance Party, Green Deal Charges remitted to it; and

(c) remittance Information sent and received by it under this Schedule and that such

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data is fully auditable, so that a full copy of data is maintained for a period of no less than 7 years following the date the Green Deal Charge was remitted by or to it (as applicable).

22.21. Each Green Deal User (where relevant) shall ensure that each of the Secretary of State and the Authority has access at reasonable times and on reasonable notice to such data maintained by it under Paragraph 22.20.

22.22. Prior to the first Green Deal Charge Start Date for a Green Deal Plan, an Electricity Supplier must not (and is under no obligation to) collect any Green Deal Charges under the relevant Green Deal Plan and is under no obligation to remit any Green Deal Charges to the relevant Green Deal Provider, in respect of the relevant Green Deal Plan.

Part E Performance Assurance

23 Performance Measurement

Reporting

23.1. The Code Manager shall, within 8 Working Days following the end of each month, circulate a report to each Green Deal User's Contract Manager, reporting on the Green Deal User's performance against the deadlines for provision of Market Messages in Part C of this REC Schedule. Each such report shall also be sent to the Secretary of State and the REC Performance Assurance Board.

23.2. The reporting provided under Paragraph 23.1 shall allow for:

(a) identification of instances of non-compliance relating to both:

I. provision of information or responses outside the required timescales; and

II. where the required information or response has not been received by the GDCC;

(b) presentation of trends over time; and

(c) numbers of each Green Deal User's events of non-compliance against each relevant clause at a summary level in both absolute and percentage terms.

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23.3. Where a Green Deal User is identified as being non-complaint, the Contract Manager of both the non-compliant party and the intended recipient of any related information shall be provided with reports by the Code Manager that allow for the identification of the affected Green Deal Plan(s), and resolution of the non-compliance.

Performance Levels for Green Deal Plans

23.4. Each Electricity Supplier shall, in respect of each Green Deal Plan for which it is an agent and trustee, comply with all applicable Green Deal Performance Levels.

23.5. Where an Electricity Supplier fails to meet any Green Deal Performance Level applicable to it, the relevant Green Deal Provider or Green Deal Finance Party shall be entitled to the applicable Green Deal Performance Level Compensation from that Electricity Supplier, subject to REC Performance Assurance Board determination.

23.6. Green Deal Performance Level Compensation shall be the sole and exclusive remedy of other Green Deal Users for an Electricity Supplier's failure to meet an applicable Green Deal Performance Level.

Quarterly Compliance Statement

23.7. Where an Electricity Supplier is required to comply with a Green Deal Performance Level in any Quarter, it shall for that Quarter:

(a) acting as a Reasonable and Prudent Operator, monitor its performance against the Green Deal Performance Levels; and

(b) send a Quarterly Compliance Statement to the relevant Green Deal Provider or Green Deal Finance Party within 20 Working Days of the end of that Quarter.

Audits

23.8. The REC Performance Assurance Board shall determine whether to audit the accuracy of an Electricity Supplier's Quarterly Compliance Statement, and may (at its sole discretion) do so on the application of any other Green Deal User.

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Decision by the REC Performance Assurance Board

23.9. Any decision made by the REC Performance Assurance Board as to whether or not to carry out or procure an audit or to determine (under an audit) whether or not a Quarterly Compliance Statement is accurate shall be final and binding for the purposes of this Code.

23.10. Where, following the completion of an audit, the REC Performance Assurance Board decides that a Quarterly Compliance Statement is inaccurate, the Electricity Supplier shall issue a corrected Quarterly Compliance Statement to the relevant Green Deal Finance Party, within 20 Working Days.

Cost of audits

23.11. Where an audit is carried out, the relevant Green Deal Users shall co-operate fully (each at their own cost).

23.12. Where the REC Performance Assurance Board determines that the Quarterly Compliance Statement was:

(a) accurate, the relevant Green Deal Provider or Green Deal Finance Party shall pay RECCo costs of conducting or procuring the audit; or

(b) inaccurate, the relevant Electricity Supplier shall pay the RECCo costs of conducting or procuring the audit.

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Appendix 1: Schedule of Processing

1 Defined Terms

1.1 Unless otherwise stated, the terms in this Appendix shall have the meanings given to them in the REC Interpretations and Definitions Schedule

2 Management of Information

2.1 This Appendix is maintained to ensure that the content reflects the Processing of Personal Data undertaken in accordance with this REC Schedule.

2.2 This Appendix should be updated if there is a change to the Processing of Personal Data which is undertaken in accordance with this REC Schedule.

3 Data Controllers

3.1 The name and contact details of each Data Controller that is anticipated to Process Personal Data in accordance with this REC Schedule can be found at www.gdorb.beis.gov.uk/data-controllers.

4 Purposes of Processing

4.1 Personal Data is Processed under this REC Schedule to fulfil the obligations on Electricity Suppliers and Green Deal Providers in relation to the operation of the Green Deal in accordance with the Energy Act 2011 and the Green Deal Framework Regulations.

4.2 Electricity Suppliers also Process Personal Data to fulfil obligations under their Electricity Supply Licences, and to fulfil their contractual arrangements with Consumers.

4.3 Green Deal Providers also Process Personal Data to fulfil their contractual arrangements with Improvers and Green Deal Finance Parties, and to comply with this REC Schedule.

4.4 Green Deal Finance Parties and Green Deal Remittance Processors also Process Personal Data to fulfil their contractual arrangements with other Green Deal Users, and to comply with this REC Schedule.

4.5 RECCo also Processes Personal Data in fulfilling its obligations under this Code to make the Green Deal Central Charging Database available.

4.6 The Code Manager also Processes Personal Data in fulfilling its obligations under this Code to admit and manage Green Deal Users and provide reports.

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RETAIL ENERGY CODE

5 Nature of Processing

5.1 The nature of the Processing under this REC Schedule encompasses the collection, storage and transmission of Personal Data:

(a) by the Code Manager of Personal Data that: (i) is received from Green Deal Users and prospective Green Deal Users in relation to the management of Qualification as a Green Deal User, and ongoing Processing in relation to the general duties of the Code Manager under and in relation to this REC Schedule; or (ii) relates to Green Deal Plans and is used in relation to generation of reports to the REC Board and Green Deal Users in accordance with this Code;

(b) by RECCo in relation to Processing undertaken in making the Green Deal Central Charging Database available, and complying with its obligations under this Code;

(c) by Green Deal Providers of Personal Data in relation to a Consumer where the Consumer: (i) wishes to enter into a Green Deal Plan; (ii) is an Improver; (iii) is or has been a Green Deal Bill Payer; or (iv) is or has been a Default Bill Payer;

(d) by Electricity Suppliers of Personal Data in relation to a Consumer where the Consumer: (i) wishes to enter into a Green Deal Plan; (ii) is an Improver; (iii) is or has been a Green Deal Bill Payer; or (iv) is or has been a Default Bill Payer;

(e) collected from Improvers by Green Deal Providers at a premises where the relevant Improver wishes to enter into a Green Deal Plan, and is not the Consumer;

(f) collected from Default Bill Payers by Green Deal Users where those Default Bill Payers' are not the Consumer;

(g) relating to Green Deal Bill Payers and Default Bill Payers collected by Green Deal Finance Parties from those Green Deal Bill Payers and Default Bill Payers, or from Green Deal Providers or Electricity Suppliers; and

(h) in relation to the recovery and remittance of Green Deal Charges.

6 Duration of Processing

6.1 In relation to Personal Data Processed by the Code Manager, Processing will take place for the duration of this Code.

6.2 In relation to Personal Data Processed in relation to a Green Deal Plan, the data will be Processed for the duration of the Green Deal Plan or until all payments in relation to that Green Deal Plan have been made or written-off (as the case may be).

7 Categories of Data Subjects

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7.1 Categories of Data Subjects in respect of the Personal Data processed in accordance with this REC Schedule are:

(a) individuals who are directors, employees, agents, or sub-contractors of Green Deal Users or prospective Green Deal Users; and

(b) individuals who are (or have formally been) Improvers, Green Deal Bill Payers, or Default Bill Payers in relation to a Green Deal Plan.

8 Categories of Personal Data

8.1 For those individuals who are interacting with the Code Manager on behalf of a Green Deal User (or prospective Green Deal User):

(a) work email address;

(b) work telephone number(s);

(c) employer and job title.

8.2 In relation to the generation of reports by the Code Manager:

(a) Green Deal Plan ID;

(b) Green Deal MPAN Core.

8.3 In relation to the Processing undertaken via the Green Deal Central Charging Database:

(a) Electricity Account Number;

(b) EPC Reference Number;

(c) EPC Report Reference;

(d) Green Deal Plan ID;

(e) Green Deal MPAN Core;

(f) Premises addresses for Green Deal Bill Payers and Default Bill Payers;

(g) Full names of Green Deal Bill Payers and Default Bill Payers;

(h) Telephone numbers for Green Deal Bill Payers and Default Bill Payers;

(i) Amounts of Green Deal Charges payable, on a daily or aggregate basis;

(j) GD Energy Payment Frequency;

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(k) GD Energy Payment Method.

8.4 No special categories of Personal Data are Processed under this REC Schedule.

9 Sources of Personal Data

9.1 The sources of Personal Data Processed comprise:

(a) Green Deal Providers

(b) Electricity Suppliers:

(c) Green Deal Remittance Processors; and

(d) Green Deal Finance Parties.

10 Recipients of Personal Data

10.1 The recipients of Personal Data Processed comprise:

(a) Green Deal Providers

(b) Electricity Suppliers

(c) Distribution Network Operators;

(d) Gas Suppliers;

(e) Green Deal Finance Parties;

(f) Green Deal Remittance Processors;

(g) the Secretary of State (BEIS);

(h) RECCo; and

(i) the Code Manager

11 Retention of Personal Data

11.1 In relation to Personal Data Processed by the Code Manager, all records will be retained for a maximum period of seven (7) years after this Code ends.

11.2 In relation to Personal Data Processed in relation to a Green Deal Plan, records will be retained for a maximum period of seven (7) years after the relevant Green Deal Plan End Date.

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Appendix 2: Green Deal Charges – Amounts to Recover and Remit

1 Methods of Payment

1.1 Payment following receipt of a bill

Where a Green Deal Bill Payer pays Charges following the receipt of a bill from its Supplier:

(a) the Green Deal Charges to be recovered by the Supplier under each bill shall be:

i. the sum of the relevant Daily Green Deal Charges for the billing period to which the bill relates;

ii. plus any underpayment and minus any overpayment of Green Deal Charges under previous bills;

(b) the Remittance Date(s) shall be a date that is either:

i. as soon as reasonably practicable, but not more than 3 Working Days after receiving the amount under paragraph 1.1(a) in Cleared Funds (save that, if such amount cannot be allocated to the Green Deal Bill Payer's Account on the day of receipt, then the Supplier shall allocate the Remittance Amount as soon as reasonably practicable after receipt and the Remittance Date shall be a date, chosen at the Supplier's discretion, that is as soon as reasonably practicable, but not more than 3 Working Days of the date on which allocation occurs); or

ii. (where there is an opening credit balance on the Green Deal Bill Payer's Account at the time the bill was issued) as soon as reasonably practicable, but not more than 3 Working Days after the bill has been issued and (chosen at the Supplier's discretion):

- such opening credit balance is greater than zero pounds at the time the bill was issued; or

- such opening credit balance is greater than twenty pounds (£20) at the time the bill was issued;

(c) the Remittance Amount shall, subject to paragraph 2, be an amount equivalent to

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the amount collected under paragraph 1.1(a); and

(d) the parties acknowledge that where there is a credit balance on the Green Deal Bill Payer's Account at the time a bill is issued, the operation of paragraph 1.1(b)(ii) may result in there being two different Remittance Dates following the collection of Charges under that bill.

1.2 Scheme of fixed payment amount and frequency

Where a Green Deal Bill Payer pays Charges by way of a scheme of fixed payment amount and frequency:

(e) the Green Deal Charges to be recovered by the Supplier at the time the Supplier collects Charges for the Supply of Electricity shall be:

i. the sum of the relevant Daily Green Deal Charges over the relevant assessment period plus any underpayment or minus any overpayment of Green Deal Charges in relation to previous assessment periods;

ii. divided by the number of scheme payments to be made within that assessment period;

(f) the Remittance Date shall be a date, chosen at the Supplier's discretion, that as soon as reasonably practicable but not more than 3 Working Days after receiving the amount collected under paragraph 1.2(a) in Cleared Funds; and

(g) the Remittance Amount shall, at the relevant Supplier's choice (to be made once for each Green Deal Plan), but subject to paragraph 2, either be:

i. an amount equivalent to the amount collected under paragraph 1.2(a); or

ii. an amount equivalent to the sum of the Daily Green Deal Charges for the period from the date of the previous Remittance Date to the current Remittance Date.

1.3 Third Party Deductions Scheme

Where a Green Deal Bill Payer pays Charges by way of the Third Party Deductions Scheme:

(a) the Green Deal Charges to be recovered by the Supplier at the time the Supplier collects Charges for the Supply of Electricity shall be:

i. the sum of the relevant Daily Green Deal Charges over the relevant assessment period as adjusted by any underpayment or overpayment of Green Deal Charges in relation to previous assessment periods;

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ii. divided by the number of scheme payments to be made within that assessment period;

(b) the Remittance Date shall be a date, chosen at the Supplier's discretion, that is as soon as reasonably practicable, but not more than 3 Working Days after receiving Cleared Funds from the Department of Work and Pensions (or such person acting on its behalf under the Third Party Deductions Scheme); and

(c) the Remittance Amount shall, subject to paragraph 2, be an amount equivalent to the amount collected under paragraph 1.3.3(a).

1.4 Prepayment Meters

1.4.1 Where a Green Deal Bill Payer pays Charges by way of Prepayment Meter:

(a) subject to paragraph 1.4.2, the Remittance Amount shall be an amount equivalent to the sum of:

i. the relevant Daily Green Deal Charges either, at the relevant Supplier's choice (to be made once for each Green Deal Plan), summed:

- over the relevant month; or

- over the period from the date of the previous Remittance Date to the current Remittance Date; and

ii. (subject to paragraph 2.5) Green Deal Charges arrears collected, and, as between that Supplier and that Green Deal Provider only, such amount shall be treated as a Green Deal Charge recovered by the Supplier (and for the avoidance of doubt that remittance shall not discharge the Green Deal Bill Payer's obligation to pay the Green Deal Charge);

(b) the Remittance Date shall be on a Working Day in each month, chosen at the relevant Supplier's discretion, to be made once per Green Deal Plan; and

(c) the Supplier may recover such amount from the Green Deal Bill Payer as a debt in accordance with section 1(6)(c) of the Energy Act and upon such recovery may reimburse itself from that amount for the sums paid out under paragraph 1.4.1(a) above with no further obligation under section 1(6)(d) of the Energy Act.

1.4.2 Where the Supplier has:

(a) evidence to reasonably conclude that the Green Deal Bill Payer is not purchasing credit at a vending system and there is no credit balance on the Prepayment Meter; or

(b) has issued a Notice to a Green Deal Provider under Clause 10.1.7(b) and has been unable to apply Green Deal Charges on the Prepayment Meter,

the Remittance Amount shall, for the relevant period, be zero the Remittance Amount shall be zero but Daily Green Deal Charges shall still continue to accrue and the obligation to recover Green Deal Charges from the relevant Green Deal Bill Payer does not end.

1.4.3 For the purposes of paragraph 1.4.1(a)(ii), an amount:

(a) assigned by an Old Supplier to a New Supplier pursuant to Standard Condition 14.6 (Domestic Customer transfer blocking) of an Electricity Supply Licence, shall be treated as arrears for Charges for the Supply of Electricity; and

(b) received by the Old Supplier in consideration for the assignment to a New Supplier of Outstanding Charges, pursuant to Standard Condition 14.6 (Domestic Customer transfer blocking) of an Electricity Supply Licence, shall be treated as arrears collected by that Supplier, subject to a maximum reduction in the Outstanding Charges that are Green Deal Charges of twenty pounds sterling (£20) per occasion.

1.4.4 The arrangement in paragraph 1.4.1 above is agreed by the parties to satisfy the requirements of section 1(6) of the Energy Act.

1.5 Other payment methods

1.5.1 Where a Green Deal Bill Payer pays Charges by way of a payment method not specified above (a non-specified payment method), but the provisions in paragraph 1.1, 1.2, 1.3 or 1.4 work for such payment method, such paragraph shall apply to that payment method.

1.5.2 Where a non-specified payment method is such that the provisions in Paragraph 1.1, 1.2, 1.3 or 1.4 do not work for such payment method, the relevant Supplier shall raise a Change Proposal under Clause 7.2 for the purposes of the Panel agreeing changes to this Agreement for the remittance of Green Deal Charges paid using that payment method.

1.5.3 Where a Supplier is under an obligation to raise a Change Proposal under paragraph 1.5.2, until such changes to this Agreement are agreed for the relevant payment method:

(a) the Green Deal Charges to recover shall be the sum of the relevant Daily Green Deal Charges for the period to which the Charges for the Supply of Electricity relate, as adjusted by any prior underpayment or overpayment of Green Deal Charges by

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that Green Deal Bill Payer;

(b) the Remittance Date shall be a date, chosen at the Supplier's discretion, that is as soon as reasonably practicable but not more than three (3) Working Days after it receives Cleared Funds; and

(c) the Remittance Amount shall be an amount equivalent to the amount collected under paragraph 1.5.3(a).

2 Overpayment and partial payment

2.1 Overpayments

2.1.1 Where a Supplier, acting in compliance with its obligations under this Agreement, collects more than the Expected Amount from a Green Deal Bill Payer, then such excess amount shall be an overpayment for the purposes of the calculation of the next Expected Amount under paragraph 1.

2.1.2 Subject to Clause 11.8.3, where a Green Deal Bill Payer requests a refund of an excess amount referred to under paragraph 2.1.1, the relevant Supplier shall be responsible for refunding that excess amount to that Green Deal Bill Payer (irrespective of whether it has already been remitted under Clause 12.2.1(a)).

2.1.3 For the avoidance of doubt, where a Supplier recovers Green Deal Charges from an Electricity Consumer that relate to a period during which there was an Erroneous Registration:

(a) such Green Deal Charges shall not be interpreted as being Expected Amounts; and

(b) where such Green Deal Charges (in whole or in part) have been remitted to a Green Deal Provider under Clause 12, they shall be excess amounts referred to under Paragraph 2.1.1.

2.2 Equivalence

2.2.1 For the purposes of this paragraph 2.2, a Payment is an amount collected by a Supplier in any of the following circumstances:

(a) the Supplier, acting in compliance with its obligations under this Agreement, collects some (but not all) of the Charges due from a Green Deal Bill Payer for the relevant period;

(b) a Green Deal Bill Payer has Outstanding Charges and makes an ad hoc payment to the Supplier; or

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(c) a Green Deal Bill Payer pays a Security Deposit to the Supplier (requested by the Supplier in accordance with its Electricity Supply Licence) and such Security Deposit (or part thereof) is used to settle all or some of the Charges due from a Green Deal Bill Payer.

2.2.2 Where a Payment is collected under an Electricity Supply Contract (other than one falling within Paragraph 2.2.3), then for the purposes of Clause 12.2.1(a) (but subject to paragraph 1.4.3) Charges for the Supply of Electricity and Green Deal Charges (or, where applicable, such ad hoc payment or valid payment of Charges from the Security Deposit) shall rank equally without any preference between them, irrespective of how the Green Deal Bill Payer intends or instructs how the Charges should be treated or dealt with.

2.2.3 Where a Payment is collected under a Non-Domestic Electricity Supply Contract and the Charges for the Supply of Electricity relate to more than one Non-Domestic Premises but the relevant Green Deal Bill Payer has expressed an intention or instruction that its payment of such Charges for the Supply of Electricity is for one or more (but not all) of those Non-Domestic Premises, then for the purposes of Clause 12.2.1(a) Charges for the Supply of Electricity and Green Deal Charges (or, where applicable, such ad hoc payment or valid payment of Charges from the Security Deposit) shall rank equally any preference between them (at the relevant Supplier's choice, to be made once per Non-Domestic Contract) either:

(a) to all Non-Domestic Premises which the Charges related to; or

(b) to those Non-Domestic Premises in relation to which the Green Deal Bill Payer expressed its intention or instruction.

2.2.4 For the purposes of this paragraph 2.2, references to "Charges for the Supply of Electricity" shall be interpreted as:

(a) inclusive of VAT and Climate Change Levy (to the extent they are chargeable to the relevant Electricity Customer on the supply of electricity);

(b) exclusive of interest and late payment fees payable in connection with the relevant Charges for the Supply of Electricity;

(c) net of any reduction or credit and any VAT thereon (including any discount, rebate or loyalty payment) received by the Electricity Customer against the amount payable in connection with the relevant Charges for the Supply of Electricity;

(d) either inclusive or exclusive of amounts charged to the Electricity Customer other than under the Electricity Supply Contract (but on the same bill or demand for payment as the bill or demand for Charges for the Supply of Electricity), in each case to be determined in accordance with the same approach ordinarily used by the relevant Supplier when it receives part payment from an Electricity Customer following receipt of a bill or demand for payment that includes Charges for the

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Supply of Electricity and other charges (and for the avoidance of doubt, the Supplier must use the same approach for the purposes of this paragraph).

2.3 Ad hoc payments

2.3.1 Where a Green Deal Bill Payer pays Charges on an ad hoc basis (but not falling within paragraphs 1.1 to 1.5 above) and there is a debit balance on the Green Deal Bill Payer's Account at the time the payment is made, the Remittance Date shall be as soon as reasonably practicable, but not more than three (3) Working Days after receiving Cleared Funds (save that, if the Remittance Amount cannot be allocated to the Green Deal Bill Payer's Account on the day of receipt, then the Supplier shall allocate the Remittance Amount as soon as reasonably practicable after receipt and the Remittance Date shall be a date, chosen at the Supplier's discretion, that is as soon as reasonably practicable, but not more than three (3) Working Days of the date on which allocation occurs).

2.4 Pre-Green Deal Charges for the Supply of Electricity

Paragraphs 2.1, 2.2 and 2.3 shall not apply to Charges for the Supply of Electricity and Security Deposits for the period preceding the first Green Deal Charge Start Date of the relevant Green Deal Plan.

2.5 Payment of oldest debt first

The Supplier may (at its discretion) apply monies received from a Green Deal Bill Payer in discharge of arrears of Charges for that Green Deal Bill Payer in the order in which they accrued.

2.6 Rounding

The Parties acknowledge and agree that:

(a) the value of each Daily Green Deal Charge shall be recorded to two decimal places; and

(b) all internal calculations of Remittance Amounts under this Agreement shall be made to no fewer than four (4) decimal places,

and the value for each Remittance Amount so calculated shall be rounded to the second (2nd) decimal, for which purposes a figure of five zero (50) in the third decimal shall result in it being rounded up.

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RETAIL ENERGY CODE

Appendix 3: Supplier Performance Levels

1 Supplier Performance Levels

Where this Schedule applies, Parts A, B and C shall apply in accordance with their terms below.

Part A – Billing frequency

The Performance Levels in this Part A shall apply where the Green Deal Bill Payer is obliged to pay Green Deal Charges following the receipt of a bill from the relevant Electricity Supplier (which shall be determined solely by reference to item "GD Energy Payment Method" in the relevant Provide Remittance Details Market Message).

Evidence of the billing frequency specified in the table below shall be determined solely by reference to item "GD Energy Payment Frequency" in the relevant Provide Remittance Details Market Message.

Billing Frequency	Performance Description*	Performance Level	Compensation
Following receipt of a bill (monthly)	Send a bill to the Green Deal Bill Payer at least every 46 calendar days	95% of all cases in each Quarter	Interest on Expected Amount
Following receipt of a bill (quarterly)	Send a bill to the Green Deal Bill Payer at least every 117 calendar days	95% of all cases in each Quarter	Interest on Expected Amount
Following receipt of a bill (six monthly)	Send a bill to the Green Deal Bill Payer at least every 207 calendar days	95% of all cases in each Quarter	Interest on Expected Amount
Following receipt of a bill (annually)	Send a bill to the Green Deal Bill Payer at least every 392 calendar days	95% of all cases in each Quarter	Interest on Expected Amount

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*Where, for a Green Deal Bill Payer, the electricity meter reading submitted to the relevant Electricity Supplier is outside that Electricity Supplier's tolerance for the purposes of sending an accurate bill to that Green Deal Bill Payer, the number of calendar days set out in the relevant Performance Description shall be extended by 30 calendar days. This extension shall apply a maximum of once per billing period.

Part B – Dunning collection processes

The Performance Level in this Part B shall apply where the Green Deal Bill Payer owes Outstanding Charges that are Green Deal Charges.

The Performance Levels in this Part B relating to "Reminder Notices" shall apply where the Green Deal Bill Payer is obliged to pay Green Deal Charges following the receipt of a bill from the relevant Electricity Supplier (which shall be determined solely by reference to the data in the Remittance Information which reflects the Green Deal Payer's current method for payment of Charges for the Supply of Electricity and Green Deal Charges).

Area	Performance Description	Performance Level	Compensation
Reminder Notices	Send the Green Deal Bill Payer a reminder by telephone, email or post, if no payment is received within ninety (90) calendar days of a bill being sent to that Green Deal Bill Payer.	98% of all cases.	Loss of Quarterly Payment
Arrears Notices	Send the Green Deal Bill Payer a Green Deal Arrears Notice in accordance with the timescales specified in Standard Condition 37.9 (Notice of Green Deal Charge arrears) of an Electricity Supply Licence.	100% of all cases.	Loss of Quarterly Payment

Part B – Remittance

The Performance Level in this Part C shall apply in all cases.

Area	Performance Description	Compensation

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Remittance Amount	On each Remittance Date, instruct the funds transfer of a Remittance Amount in accordance with Paragraph 22	Interest on Remittance Amount

2 Performance Level Compensation

For each case where an Electricity Supplier fails to meet a Performance Level applicable to it in paragraph 1 of this Appendix, the relevant compensation to be calculated by reference to the column headed "Compensation" for that Performance Level, shall be as follows:

Interest on Expected Amount

The Performance Level Compensation shall be equivalent to the interest payable on the Expected Amount at the annual Relevant Interest Rate (as calculated on the last day of that Quarter), compounded daily from and including the last date that the Performance Level was capable of being achieved until, but excluding, the date that the relevant bill was sent.

Interest on Remittance Amount

The Performance Level Compensation shall be equivalent to the annual Relevant Interest Rate (as calculated on the last day of that Quarter) payable on the Remittance Amount, compounded daily from and including the Due Date until, but excluding, the date payment is made. For avoidance of doubt, the Electricity Supplier shall not be subject to double recovery under Paragraph 23.6 and this Appendix.

Loss of Quarterly Payment

The Performance Level Compensation shall be equivalent to:

(a) (where the Electricity Supplier is a Mandatory Green Deal Supplier) the Mandatory Supplier Quarterly Payment in the Quarter pro-rated to the number of that Electricity Supplier's Mandatory Supplier Relevant Plans during that Quarter for which the Electricity Supplier was late in meeting the Performance Level.

(b) (where the Electricity Supplier is a Voluntary Green Deal Supplier) the Voluntary Supplier Quarterly Payment in the Quarter pro-rated to the number of that Electricity Supplier's Voluntary Supplier Relevant Plans during that Quarter for which the Electricity Supplier was late in meeting the Performance Level.

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