

1. Site is live
2. Site is in ownership
3.

Criteria	Notes
Unoccupied	<ul style="list-style-type: none"> ▪ Property is not currently being used as a dwelling ▪ Property is not currently being used as a place of business ▪ Property has nobody at site ▪ Property is vacant (boarded up, empty,)
Non-Consuming	<ul style="list-style-type: none"> ▪ Property is in the Electricity Vacant process ▪ SMART/AMR Meter is recording non advancing reads ▪ Meter is recording non advancing reads
No Access	<ul style="list-style-type: none"> ▪ Meter Reader is unable to gain access to the property to read the Meter* ▪ Supplier is unable to contact the customer for a Meter read** ▪ Customer has not provided a Meter read

*Supplier MUST be able to demonstrate the Meter Reader has attempted to visit the property

**The Supplier must proactively make attempts to identify the owner of the property and attempt to obtain a reading. The following could be seen as proactive attempts to identify the owner of the property and attempting to obtain a reading:

- Checks to see whether the same problems in obtaining Meter readings occur for Electricity (noting that this is only possible where the Supplier supplies both gas and electricity to the property); or
- Attempts have been made to contact such bodies as estate agents, letting agents, councils, the land registry etc to find out who the owner is. Where an owner has been identified, attempts have been made to contact the owner and obtain a reading without success

Criteria	Notes
Switch Off	<ul style="list-style-type: none">▪ Meter Reader has accessed the property to gain a Meter read▪ Customer has provided the Supplier with a Meter read▪ SMART/AMR Meter is recording consumption▪ Customer has made contact with the Supplier▪ Supplier has made contact with the Customer▪ Change of supply has taken place▪ Change of Product Class has taken place (Higher Lower than a Class 4)▪ Change of tenancy has occurred