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**19 January 2006**

## **LONDON ENERGY IS APPOINTED AS THE NEW SUPPLIER FOR CUSTOMERS OF UTILITY LINK LIMITED**

Ofgem has appointed London Energy Plc, part of EDF Energy, as the new electricity supplier for customers of Utility Link Limited, after it went into administration on January 17.

If a supply company fails, Ofgem has powers provided by licence conditions made under the Gas Act 1986 and Electricity Act 1989 to protect customers by appointing a new supplier for them.

Utility Link was the licensed supplier and acted as a service provider to a number of unlicensed companies. These companies acted as Utility Link's agents by introducing to it a number of customers under different brand names. Utility Link has a portfolio of around 3,800 business customers and 7,500 domestic customers.

London Energy will be writing to customers shortly to explain the terms of their supply and to ensure that customers receive full information and advice. The arrangements ensure that Utility Link's customers will continue to be supplied without interruption.

If customers are able to, they should take a meter reading and note the day that they took it so they can check it against their next bill.

If a customer wishes to enter into a contract with another supplier, they should contact that supplier, which will provide the information they need and arrange the transfer. energywatch can provide a factsheet on choosing a new supplier and a list of alternative suppliers. Energywatch can be contacted on 08459 060708. Alternatively customers can visit [www.energywatch.org.uk](http://www.energywatch.org.uk)

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### **Notes to editors:**

1. For further information any customers of Utility Link Limited should contact the number given on their bill.
2. Copies of the Last Resort Supply Directions are available from the Ofgem website at [www.ofgem.gov.uk](http://www.ofgem.gov.uk)
3. Ofgem is the Office of the Gas and Electricity Markets, which supports the Gas and Electricity Markets Authority, the regulator of the gas and electricity industries in Great Britain. Ofgem's aim is to bring choice and value to all gas and electricity customers by promoting competition and regulating monopolies. The Authority's powers are provided for amongst

others by the Gas Act 1986, the Electricity Act 1989 and the Utilities Act 2000. In this information note, the functions of the Authority under the relevant Acts are, for simplicity, described as the functions of Ofgem.

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