

Guidance on energy efficiency for non-domestic customers

Monitoring returns for the period 1 January 2006 – 31 July 2006 August 2006

The Electricity Supply Licence Standard Conditions and Gas Suppliers Licence Standard Conditions (LC 25) requires suppliers to

- (i) set out information and advice to provide guidance to customers on the efficient use of gas and electricity,
- (ii) make arrangements for maintaining sources from which customers may obtain further information, including the maintenance of a telephone information service,
- (iii) and, make available, free of charge, a statement of additional sources of information and assistance.

Standard licence condition 26, Record and Report of Performance, requires licensees to keep a record of their operation of licence condition 25, and to report on their performance. It also gives provision for Ofgem to monitor compliance with standard licence condition 25 and requires that,

- (i) licensees keep a record of their general operation of licence condition 25,
- (ii) licensees shall publish a report to the Authority and energywatch at the end of the year on their compliance. This report must be free for anyone who requests it,
- (iii) licensees shall provide more specific information if requested to do so by the Authority.

The procedures for monitoring LC 25 are set out in Monitoring non-domestic suppliers' performance under their code of practice on the efficient use of gas and electricity, Decision Document, October 2003.

The following table provides a summary of the monitoring returns received from suppliers covering the period 1 January 2006 – 31 July 2006.

Supplier name	Total telephone enquiries	Customer types making the enquires			Referrals to Action Energy	Codes of practice distributed
		Commercial customers	Public sector customers	Industrial customers		
Access Energy Solutions Limited	0	0	0	0	0	1
BizzEnergy Limited	5	4	1	0	0	0
Bord Gais Eireann	0	0	0	0	0	0
BP Gas Marketing Limited	0	0	0	0	0	0
British Energy Direct Limited	5	1	0	4	0	2
British Gas Trading Ltd	92	92	0	0	92	264
Business Energy Solutions Ltd	3	3	0	0	2	2
Cinergy Global Trading	0	0	0	0	0	0
Corona Energy	2	2	0	0	0	0
C P Gas	0	0	0	0	0	582
Cofathec Heatsave Limited	2	2	0	0	0	0
Countrywide Farmers PLC	2	2	0	0	0	2
Credit Lyonnais	0	0	0	0	0	0
Data Energy Management Services Limited	0	0	0	0	0	0
EDF Trading Limited	422	402	17	3	1	122
Energy Data Company Limited	0	0	0	0	0	0
E.ON	425	417	5	3	60	425
Gaz de France Sales Ltd	9	0	0	9	0	0
Gazprom Marketing & Trading Limited	0	0	0	0	0	0
Global Natural Gas Limited	0	0	0	0	0	0
Good Energy Limited	0	0	0	0	0	0
HydroWingas Limited	0	0	0	0	0	0
International Power Fuel Company Limited	0	0	0	0	0	0
Louis Dreyfus Energy Limited	0	0	0	0	0	0
Npower Plc	130	119	8	3	2	62
Opus	0	0	0	0	0	0

Pennine Natural Gas Limited	0	0	0	0	0	316
Premier Petroleum Limited	0	0	0	0	0	0
Regent Gas Limited	0	0	0	0	0	0
Scottish Power Retail	202	180	21	1	32	386
Sempra Energy Europe Limited	0	0	0	0	0	0
Shell Gas Direct Limited	2	2	0	0	0	0
SmartestEnergy Limited	0	0	0	0	0	0
Scottish & Southern Energy	960	924	14	22	0	0
Statoil	0	0	0	0	0	0
Telecom Plus	0	0	0	0	0	0
Total Gas Limited	0	0	0	0	0	0
Trade Link Solutions	0	0	0	0	0	0
Utility Link	0	0	0	0	0	0
Vitol Gas Limited	0	0	0	0	0	0
Wilton Energy Limited	0	0	0	0	0	0
WINGAS GmbH	0	0	0	0	0	0