

Guidance on energy efficiency for non-domestic customers

Monitoring returns for the period 1 July – 31 December 2006 February 2007

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 July – 31 December 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		
BP Gas Marketing Ltd (trading as BP Energy)	0	0	0	0	0	0
British Energy Direct Ltd	2	1	0	1	0	0
British Gas Business	61	61	0	0	61	57
Business Energy Solutions	4	4	0	0	3	1
CP Gas Ltd	0	0	0	0	0	265
EDF Energy	318	301	8	9	0	100
ENI UK Limited	250	100	50	100	0	0
Gaz de France ESS	5	0	0	5	3	0
Good Energy Ltd	0	0	0	0	0	0
Opus Energy Ltd	0	0	0	0	0	0
RWE npower plc	175	143	29	3	0	124
Scottish & Southern Energy	977	941	18	18	0	0
Scottish Power Energy Retail Ltd	127	89	7	31	6	245
Shell Gas Direct Ltd	3	0	0	3	0	0
Total Gas & Power Ltd	0	0	0	0	0	639
Wilton Energy Limited	0	0	0	0	0	0