

Guidance on energy efficiency for non-domestic customers

Monitoring returns for the period 1 January – 30 June 2003 September 2003

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 2003 – 30 June 2003.

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	0
Atlantic Electric and Gas Ltd	4	4	0	0	1	1
BP Gas Marketing Ltd	0	0	0	0	0	0
British Energy	0	0	0	0	0	0
Centrica Business Services	31	31	0	0	8	14
Cofathec Heatsave Ltd	1	1	0	0	0	64
Countrywide Farmers Plc	0	0	0	0	0	0
Credit Lyonnais	0	0	0	0	0	0
Distrigas SA	0	0	0	0	0	0
Duke Energy International Trading & Marketing (UK) Ltd	0	0	0	0	0	0
Econmypower	29	36	2	1	8	36
Ecotricity	20	20	0	0	0	0
EDF Energy Plc	841	764	63	14	3	32
Electricity Direct	3	3	0	0	0	0
Gas Supply Company	0	0	0	0	0	0
Gaz de France Energy	0	0	0	0	0	213
Global Natural Gas Ltd	0	0	0	0	0	0
Innogy Plc	229	171	28	30	0	10
International Power Plc	0	0	0	0	0	0
Monal Utilities Ltd	0	0	0	0	0	0
North Sea Gas Limited	0	0	0	0	0	0
Norvic Natural Gas	0	0	0	0	0	0
Pennine Natural Gas	0	0	0	0	0	452
Powergen Plc	74	61	10	3	15	0

Ruhrgas Aktiengesellschaft	1	0	0	1	0	23
Scottish and Southern Energy plc	4816	4806	8	2	72	720
Scottish Power Energy Retail Ltd	23	17	2	4	8	823
Shell Gas Direct Limited	8	8	0	0	0	0
SmartestEnergy Limited	0	0	0	0	0	0
Statoil (UK) Limited	0	0	0	0	0	0
Total Gas and Power Ltd	12	5	3	4	0	212
Wilton Energy Limited	0	0	0	0	0	0
Total	6092	5927	116	59	115	2600