

Guidance on energy efficiency for non-domestic customers

Monitoring returns for the period 1 January 2005 – 30 June 2005 Collected – August 2005

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 2005 – 30 June 2005.

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		
730 Energy Ltd	0	0	0	0	0	0
Abingdon Energy Ltd	0	0	0	0	0	0
Access Energy Solutions Ltd	0	0	0	0	0	2
Accord energy Ltd	0	0	0	0	0	0
AEP	0	0	0	0	0	0
Affinity Power ltd	0	0	0	0	0	0
Banbury Energy Ltd	0	0	0	0	0	0
BP Energy	0	0	0	0	0	0
BP Power Trading Ltd	0	0	0	0	0	0
British Energy Direct Ltd	0	0	0	0	0	0
British Gas Business	26	26	0	0	0	26
Business Energy Solution Ltd	0	0	0	0	0	0
Cherwell Energy Ltd	0	0	0	0	0	0
Cofathec Ltd	2	2	0	0	0	1
Countrywide Farmers	2	2	0	0	0	2
Credit Lyonnaise	0	0	0	0	0	0
Cumbria Energy Ltd	0	0	0	0	0	0
Distrygas SA	0	0	0	0	0	0
DMG Delta	0	0	0	0	0	0
Dong Natural Gas	0	0	0	0	0	0
Duke Energy Ltd	0	0	0	0	0	0
E. ON Energy plc	504	496	1	7	18	484
E.O.N Ruhrgas	0	0	0	0	0	0
Economy Gas Ltd	0	0	0	0	0	0
EDF Energy	346	312	31	3	4	26
Electricity 4 Business Ltd	0	0	0	0	0	0
Eledor Ltd	0	0	0	0	0	0

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		
Energy CO2 Ltd	0	0	0	0	0	0
Energy Data Ltd	0	0	0	0	0	0
Energy For Business	0	0	0	0	0	0
Essential Power Ltd	0	0	0	0	0	0
Fellside Heat and Power Ltd	0	0	0	0	0	0
Fortum Direct	0	0	0	0	0	0
Global Natural Gas Ltd	0	0	0	0	0	0
Good Energy Ltd	0	0	0	0	0	0
Hydrowingas Limited	0	0	0	0	0	0
Ineos Chlor Energy	0	0	0	0	0	0
IPFC	0	0	0	0	0	0
Nort Sea Gas Ltd	2	0	0	2	0	0
Norvic Gas Ltd	0	0	0	0	0	0
Opus Energy Ltd	0	0	0	0	0	0
Pan-Utility Ltd	0	0	0	0	0	0
Pennine Natural Gas	0	0	0	0	0	186
PowerRelate Ltd	0	0	0	0	0	0
PrimaryConnections Ltd	0	0	0	0	0	0
Reepham Ltd	0	0	0	0	0	0
RS Energy	0	0	0	0	0	0
RWE npower plc	67	50	10	7	0	21
Scottish Power energy Retail Ltd	37	30	4	3	18	3,235
Sempra Energy Europe Ltd	0	0	0	0	0	0
Shell Gas Direct	1	1	0	0	0	0
Slough Energy Supplies Ltd	0	0	0	0	0	0
SmartestEnergy Ltd	0	0	0	0	0	0
SME Energy Ltd	0	0	0	0	0	0

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		
Scottish and Southern Energy	1,042	1,013	12	17	66	0
Statoil (UK) Ltd	0	0	0	0	0	0
Telecom Plus plc	0	0	0	0	0	0
The Gas Supply Company	0	0	0	0	0	0
TradeLink Solutions	0	0	0	0	0	0
Trafigura	0	0	0	0	0	0
Utilitease Ltd	0	0	0	0	0	0
Utility Link Ltd	0	0	0	0	0	0
Vitea Energy	0	0	0	0	0	0
Vitol Gas Ltd	0	0	0	0	0	0
Wiltern energy Ltd	0	0	0	0	0	0
Wingas	0	0	0	0	0	0
Zest4 Electricity Ltd	0	0	0	0	0	0
TOTAL	2,029	1,932	58	39	106	3,983