

## **Guidance on energy efficiency for non-domestic customers**

### **Monitoring returns for the period 1 January 2005 – 31 December 2005 January 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 from 1 January 2005 to 31 December 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		
Energy Data Company Ltd	0	0	0	0	0	0
Sempra Trading	0	0	0	0	0	0
Utility Link	0	0	0	0	0	0
Wiltren Energy Ltd	0	0	0	0	0	0
Cinergy Global Trading Ltd	0	0	0	0	0	0
Countrywide Farmers	7	7	0	0	0	7
Zest4 Electricity Ltd	0	0	0	0	0	0
Trade Link Solutions	0	0	0	0	0	0
Smartest Energy	0	0	0	0	0	0
EDF Energy	788	714	66	8	10	81
BP Gas Marketing Ltd	0	0	0	0	0	0
Shell Gas Direct	2	1	1	0	0	0
British Energy Direct	0	0	0	0	0	0
Global Natural Gas Ltd	0	0	0	0	0	0
British Gas	34	34	34	0	0	10,841
Opus Energy	0	0	0	0	0	0
Scottish Power Energy Retail Ltd	352	309	25	18	43	3,906
E.ON Energy plc	920	905	4	11	135	790
RWE npower plc	144	120	17	7	0	63
Cofathec	10	8	2	0	0	0
Scottish and Southern Energy	1,893	1,848	16	29	146	0
Statoil UK Ltd	0	0	0	0	0	0
Hydro Wingas	0	0	0	0	0	0
Business energy Solutions Ltd	0	0	0	0	0	0
CP Gas Ltd	0	0	0	0	0	93
Pennine Natural gas Ltd	0	0	0	0	0	59
Gaz de France ESS	20	0	0	20	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		
Access Energy Solutions Ltd	0	0	0	0	0	3
Bizz Energy Ltd	7	0	1	6	1	0
Total Gas and Power Ltd	0	0	0	0	0	246
E.ON Ruhrgas	0	0	0	0	0	0
<b>TOTAL</b>	<b>4,177</b>	<b>3,946</b>	<b>166</b>	<b>99</b>	<b>335</b>	<b>16,089</b>