

Guidance on energy efficiency for non-domestic customers

Monitoring returns for the period 1 January – 30 June 2004 August 2004

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 2004 – 30 June 2004.

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		
AEP	0	0	0	0	0	0
Access Energy Solutions Limited	0	0	0	0	0	2
BP Gas Marketing Ltd (t/a BP Energy)	0	0	0	0	0	0
British Energy	0	0	0	0	0	0
Centrica Business Services	13	13	0	0	12	88
Cofathec Heatsave Ltd	1	1	0	0	0	2
Corona Energy	1	0	0	1	0	1
Countrywide Farmers Plc	1	1	0	0	0	1
Distrigas SA	0	0	0	0	0	0
Economypower	2	1	1	0	0	2
EDF Energy Plc	771	702	52	17	11	39
Electricity Direct	0	0	0	0	0	0
Eledor Ltd	0	0	0	0	0	0
ENI UK Ltd	1	0	0	1	0	0
E.ON Energy	0	0	0	0	0	0
E. on Ruhrgas AG	0	0	0	0	0	2
Fellside	0	0	0	0	0	0
Fortum Direct Ltd	0	0	0	0	0	0
Innogy Plc	44	40	1	3	0	4
Pentex Oil and Gas Ltd	0	0	0	0	0	0
Powergen Plc	244	220	13	11	11	229
Scottish and Southern Energy plc	1096	1086	6	4	96	4
Shell Gas Direct Limited	6	6	0	0	0	0
Total Gas and Power Ltd	2	2	0	0	0	845
Tradelink Solutions Ltd	0	0	0	0	0	0
Utility Links Ltd	0	0	0	0	0	0
Wilton Energy Limited	0	0	0	0	0	0

