

Guidance on energy efficiency for non-domestic customers

Monitoring returns for the period 1 January 2004 – 31 December 2004 Collected - January 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 2004 – 31 December 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		
1st Connect	0	0	0	0	0	0
730Energy Ltd	0	0	0	0	0	0
Access Energy Solutions	0	0	0	0	0	3
Accord Energy	0	0	0	0	0	0
Affinity Power Ltd	0	0	0	0	0	0
BP Gas Marketing	0	0	0	0	0	0
British Energy Generation	0	0	0	0	0	0
British Gas	13	13	0	0	12	88
Cofathec Heatsave	1	1	0	0	0	2
Contract Natural Gas	3	2	0	1	0	0
Coomercial Electricity Suppliers	0	0	0	0	0	0
Countrywide Farmers Plc	1	1	0	0	0	1
CP Gas	0	0	0	0	0	0
Cumbria Energy	0	0	0	0	0	0
Distigas	0	0	0	0	0	0
Dong Naturgas	0	0	0	0	0	0
E.ON Energy	0	0	0	0	0	0
Economy Power	2	1	1	0	0	2
EDF Energy	768	722	40	6	14	49
Eldor	0	0	0	0	0	0
Electricity Direct	0	0	0	0	0	0
Energy Co1	0	0	0	0	0	0
Energy Data Company	0	0	0	0	0	0
Energy for Business	0	0	0	0	0	0
Gas de France	8	0	0	8	0	0
Gascan	0	0	0	0	0	0
Global Natural Gas	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		
Innology Ltd	38	35	0	3	1	7
International Power	0	0	0	0	0	0
Natural Gas Shipping Services	0	0	0	0	0	0
North Sea Gas Limited	0	0	0	0	0	0
Norvic Gas	0	0	0	0	0	0
Opus Energy	0	0	0	0	0	0
Pan-Utility Ltd	0	0	0	0	0	0
Pennine Natural Gas	0	0	0	0	0	185
Pentex Oil and Gas	0	0	0	0	0	0
Powergen Retail	536	500	19	17	74	468
Powerrelate Ltd	0	0	0	0	0	0
Ruhrgas	0	0	0	0	0	0
Scottish and Southern Energy	2,124	2,081	24	19	174	4
Scottish Power	196	163	22	11	86	540
Sempra Energy Europe	0	0	0	0	0	0
Shell Gas Direct	4	2	1	1	1	0
Slough Energy Suppliers	0	0	0	0	0	0
SME Energy	0	0	0	0	0	0
Statoil	0	0	0	0	0	11
Telecom Plus	0	0	0	0	0	0
Total Gas and Power	3	3	0	0	0	0
TradeLink Solutions	0	0	0	0	0	0
TXU UK	0	0	0	0	0	0
UK Electric Power	0	0	0	0	0	0
Utilitease Ltd	0	0	0	0	0	0
Wilton Energy	0	0	0	0	0	0
TOTAL	3,697	3,524	107	66	362	1,360

