

Guidance on energy efficiency for non-domestic customers

Monitoring returns for the period 1 July 2004 – 31 December 2004 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 July 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
730 Energy	0	0	0	0	0	0
Accord Energy	0	0	0	0	0	0
Affinity Power	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	0	0	0	0	0	0
Cinergy Global Trading	0	0	0	0	0	0
Cofathec Heatsave	0	0	0	0	0	0
Coomercial Electricity Suppliers	0	0	0	0	0	0
Countrywide Farmers Plc	0	0	0	0	0	0
CP Gas	0	0	0	0	0	0
Distigas	0	0	0	0	0	0
Dong Naturgas	0	0	0	0	0	0
Economy Power	0	0	0	0	0	0
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
Gascan	0	0	0	0	0	0
Global Natural Gas	0	0	0	0	0	0
HydroWingas	0	0	0	0	0	0
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
Pan Utility	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		
Pennine Natural Gas	0	0	0	0	0	65
Pentex Oil and Gas	0	0	0	0	0	0
Powergen	292	280	6	6	63	239
Powerrelate	0	0	0	0	0	0
Ruhrgas	0	0	0	0	0	0
Scottish and Southern Energy	1,028	995	18	15	78	0
Scottish Power	129	115	10	4	61	424
Shell Gas Direct	0	0	0	0	0	0
Slough Energy Suppliers	0	0	0	0	0	0
SME Energy	1	0	0	0	0	0
Statoil	0	0	0	0	0	27
The Renewable Energy Company	0	0	0	0	0	0
Total Gas and Power	0	1	0	0	0	2,503
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	0	0	0	0	0	0
Wilton Energy	0	0	0	0	0	0
TOTAL	2,218	2,113	74	31	216	3,307