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12 May 2009

Dear Neil,

## **Addressing undue discrimination consultation**

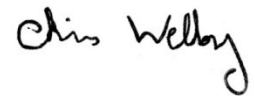
Thank you for the opportunity to comment on the above consultation. As you are aware, Good Energy is a small electricity and gas supplier, specialising in offering a sustainable alternative to energy customers.

We are supportive of the proposals, but would like to see clarity in the following areas:

1. That the guidelines clarify what Ofgem see as an “inability to access” a particular tariff. As mentioned in our previous response, there is a difference between an inability over which a vulnerable customer has no control, and that which is caused by a personal choice.
2. The issue of materiality. Whilst understanding Ofgem’s need to keep the option to deal with tariffs which have a significant detriment to individual customers, we would like to see a threshold number of customers below which Ofgem would not consider investigating. We propose a figure of 50,000.

I hope you find these comments useful. Should you require any further information, please do not hesitate to contact me.

Yours sincerely,

A handwritten signature in black ink that reads "Chris Welby". The signature is written in a cursive, flowing style.

Chris Welby  
Commercial Director