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13 March 2002

Dear,

Erroneous Transfer Customer Charter

All domestic gas and electricity suppliers agreed to comply with the spirit of the ET Customer Charter from 1st January 2002. Similarly all domestic gas and electricity suppliers have agreed to comply with the DCOP ET Procedure and MAP010 respectively from 28th February 2002.

Ofgem have committed to reviewing the success of the ET Customer Charter in March 2002 and August 2002. Joanne Taylor wrote on 29th January 2002 setting out the scope of the August review.

For the March 2002 review it is Ofgem's intention to identify that suppliers are complying with the Charter and supporting processes set out in the DCOP ET Procedure and MAP010. As such I would be grateful if you could confirm the following:

1. That you are currently complying with the requirements of the ET Customer Charter including:
 - ◆ Sending a letter to customers who contact you within 5 working days in accordance with the Charter explaining how the issue will be taken forward, and
 - ◆ That you are in a position to send a letter to customers who contact you within 20 working days in accordance with the Charter confirming that the problem has been resolved.
2. That you are complying with the processes set out in MAP010 including the sending of data, via email (or another method, as agreed), in the agreed D0301 format and to the agreed timescales.
3. That you are complying with the processes set out in the DCOP ET Procedure including the sending of data, electronically using the Biscuit Project conventions, in the agreed formats set out in the Biscuit Returner Transfer Process Flow v6 and to the agreed timescales.

Whilst it is recognised that the Charter is still in its infancy, it would also be helpful if you could notify us of any problems that you have experienced with the operation of the Charter and supporting processes including the operation of other parties. It is not Ofgem's intention to amend the ET Customer Charter prior to the August review however it would be useful to have an early sight of any perceived problem areas.

I would be grateful for responses to this letter **by 21st March** so that any issues can be reviewed at the Erroneous Transfer Working Group meeting on 25th March.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A. Wallace', with a long horizontal flourish extending to the right.

Andrew Wallace
Market Infrastructure