

Ian Anthony
Electricity Infrastructure Manager
9 Millbank
London
SW1P 3GE

10th January 2003

Dear Ian,

Transfer Objections: Stronger Rights for Industrial and Commercial (I&C) Customers

Economy Power believes that the current Objection process outlined in the MRA is causing difficulties for many customers transferring their electricity supplies from one supplier to another. Because of the highly restricted grounds for invoking objections within the MRA, many customers find that their supplier has changed or that they have been moved against their will. In order to transfer back to the supplier of their choice, they have to go through the Erroneous Transfer process, which is extremely unsatisfactory to both the customer and the two affected suppliers.

With regard to your Recommendations and Conclusions paragraph 6, and in particular to the questions in paragraph 6.12,

1. Economy Power supports the proposal to allow suppliers to object only in cases where this is permitted in their contract with the customer. There are many different needs for I&C customers and these customers are capable of entering into contracts that are appropriate to their needs. Suppliers should be sufficiently flexible to tailor supply contracts to meet the customers requirements.
2. Economy Power does not consider it helpful for suppliers and consumer groups to draw standard terms detailing the grounds of the supplier to object. As I have stated above, there are many different needs for I&C customers and these customers are capable of entering into contracts that are appropriate to their needs. Suppliers should be sufficiently flexible to tailor supply contracts to meet the customers requirements.
3. No comment, we are not a gas supplier.
4. No comment, we are not a gas supplier.

ECONOMY POWER, PO BOX 300, CARDIFF CF10 2HH
TELEPHONE: 029 2020 4400 FAX: 029 2020 4411

REGISTERED OFFICE: 11 - 13 PENHILL ROAD, CARDIFF CF11 9UP. COMPANY NUMBER: 3385578

ECONOMY POWER, BLWCH SP 300, CAERDYDD CF10 2HH
FFÔN: 029 2020 4400 FFACS: 029 2020 4411

SWYDDFA GOFRESTREDIG: 11 - 13 HEOL PENHILL, CAERDYDD CF11 9UP. RHIF Y CWMNI: 3385578

5. Economy Power supports the proposal for achieving change by 1st June 2003.

Yours sincerely

A handwritten signature in black ink, reading "Jeffrey Morgan". The signature is written in a cursive style with a large initial 'J' and a long, sweeping underline.

Jeffrey Morgan
Chairman