

Transco

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**24 hour gas escape
number 0800 111 999 ***

* Calls will be recorded
and may be monitored

28th April 2003

Nigel Nash
Head of Market Infrastructure
Ofgem
9 Millbank
London
SW1P 3GE

Dear Nigel,

Re: Objecting in the Domestic Market

Transco welcomes the opportunity to respond to the above document which identifies suggested changes to the Gas Suppliers Licence. Transco recognises that there are still a significant number of unsuccessful transfers, some of which arise due to use of the objection facility. Although these are out of Transco's direct control, we would like to reiterate Transco's general support for initiatives which improve the customer transfer process.

Please do not hesitate to contact me should you wish to discuss the matter further, otherwise I look forward to hearing your views.

Yours sincerely,


Sharon McLaughlin
Customer Services Manager
0121 713 5046