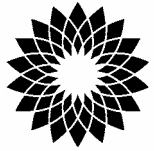




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7 July 2003

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Dear Nigel,

Customer Transfer Process – Discussion Document

Thank you for the opportunity to comment on your discussion document. BP's response is not confidential and may be published on the Ofgem website and held electronically in your Research and Information Centre.

Although this document acknowledges that the problems of delayed transfers, poor billing and ineffective problem solution can affect I&C customers, BP's view is very much that these problems are a major issue in the Domestic market and that that is where the primary focus of this document and any proposed solutions should be directed.

Having said that, we are concerned to ensure that any future changes proposed to the transfer process for Domestic customers should not adversely impact I&C customers or their suppliers or shippers.

In this matter we would urge that any proposed changes fully recognise the differences between the Domestic and I&C markets since a "one solution fits all" approach is unlikely to be appropriate.

Please do not hesitate to contact me if you would like to further discuss this response.

Yours sincerely,

Beverly Ord
Regulatory Affairs

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