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**By e-mail only**

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Dear Nigel,

**Customer Transfer Process Discussion Document**

I refer to the above, published by Ofgem at the beginning of June and which predated the Customer Transfer Summit that took place on the 11th.

As you know, npower has been at the forefront of the early work by the industry culminating in the presentation at the Summit on behalf of the newly established Energy Retail Association (ERA). npower has played an integral part in ERA's set up and we support fully the proposals outlined by it on 11 June. It is right that an industry agreed and co-ordinated customer transfer review is now underway. This clearly demonstrates npower's and, more generally, the industry's commitment in seeking to resolve the problems identified in your document and which were highlighted at the Summit.

While the project falling out of the Summit has only just begun, no doubt it will cover most if not all the issues raised in the document. It would, therefore, be premature to prejudge the outcome. It must be recognised, however, that whatever is decided by way of any changes to the transfer processes which may arise, these will take time to implement. It is pleasing to see then that Ofgem accepts that discussion of any formal regulatory intervention is also considered premature.

Yours sincerely

Paul Tonkinson  
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