

Ref: SMc/EH

4th July 2003

Nigel Nash
Ofgem
9 Millbank
London
SW1P 3GE

Dear Nigel

Customer Transfer Process – Discussion Document

Thank you for the opportunity to provide comments on the issues raised in the Customer Transfer Process Discussion Document.

Transco does not have any specific comments on the document but would like to take this opportunity to reiterate its support in reviewing the customer transfer process and working with the industry in identifying and evaluating the options for the future operation of retail processes.

In a note to Iain Osborne from Kim Salmon on 9th June 2003 Transco set out their views and comments on Ofgem's 'Programme Statement' and Gemserv's 'Project Initiation Document' and trust that these are being considered in light of taking the review forward. These comments were provided in advance of Ofgem's industry summit meeting on 11th June which Transco attended.

If you would like to discuss any of the comments in this letter or those in Kim's note further please do not hesitate to contact me on 0121 713 5046.

Yours sincerely

Sharon McLaughlin
Customer Services Manager