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Nigel Nash
Ofgem
9 Millbank
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Dear Nigel

Customer Transfer Process

Thank you for the opportunity to comment upon your discussion paper concerning the customer transfer project.

We appreciate Ofgem's offer to support the industry in developing a robust solution to the issues identified by a variety of industry parties (Ofgem, Elexon and Gemserv reports) with the transfer process for electricity and gas consumers.

Powergen is fully supportive of any initiative that aims to improve the experience of customers when transferring between suppliers and that encourages competition within the energy supply industry.

The Ofgem paper clearly highlights the difficulties that will be faced in this project with differing industry participants having very diverse views as to the magnitude of the problems and what the most effective solutions would be.

It is hoped that the industry project that has commenced this summer will deliver useful and meaningful results that will allow for the development of a robust solution that all industry participants will be happy to support.

The solution eventually determined as the answer to the issues needs to be cost effective, practical to implement in a realistic timescale and needs to allow for real improvement to the current process to be seen by energy customers when they transfer between competing supplies.

Yours sincerely

Alex Travell
Head of Supplier Management Development