



**Regulatory Affairs  
British Gas**

17th February 2004

David Barnes  
Head of Social Affairs  
Social & Environmental Affairs  
Ofgem  
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Dear David

**Ref. Report on the Quality of Energy Efficiency Advice from Electricity and Gas Suppliers**

British Gas welcomes the opportunity to comment on the study undertaken on the quality of the energy efficiency advice offered by electricity and gas suppliers to domestic customers. We value the detailed research undertaken by Ofgem and the results as set out in the report.

British Gas takes its obligation to provide quality advice to domestic households seriously, and thus welcomes an independent review of its work. The lessons learned from this study, both from our results and from those of other suppliers, will be incorporated into future development plans and strategy, in order to continue to improve our service to customers.

As highlighted in the report, customers benefit from an integrated approach to energy efficiency advice. Hence we will continue to build on the links between the energy efficiency helpline, our general call centre staff, and our EEC team, not only to make full use of the opportunity presented to the business by energy efficiency enquiries but to provide customers with an improved and interconnected offering.

The enhancement of the quality of advice provided to customers is a continuous process, which with the aid of studies such as this one from Ofgem, we will continue to address in the development of our services to customers.

Yours Sincerely

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