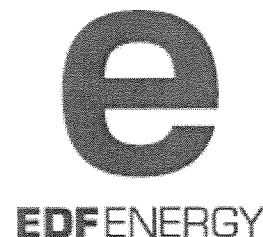


Our Ref
Your Ref

Direct line: 020 7752 2200
Fax: 020 7752 2128

Iain Osborne
Director of Consumer Markets
Ofgem
9 Millbank
London
SW1P 3GE



4 May 2004

Dear Iain

Testing domestic consumer take-up of energy services: trial suspension of the 28 day rule - Decision document

We welcome the opportunity to comment on the above document. This response represents the views of EDF Energy, which includes the retail brands London Energy, SWEB Energy, Seeboard Energy and Virgin HomeEnergy.

We are pleased to see the considerable progress made by Ofgem in resolving a number of the key issues necessary to clarify the structure of the imminent Energy Services Trial. As stated in our response to the January initial consultation document, we strongly support both the decision to implement a trial and a long-term commitment to the provision of energy saving products within the industry.

Whilst EDF Energy fully supports the concept of the trial, we are concerned that the timing of the decision document has imposed extremely tight deadlines on suppliers. There is a considerable amount of work required from suppliers to support the trial and there remain a number of issues and points of clarification in the document that we believe should be addressed before that work begins.

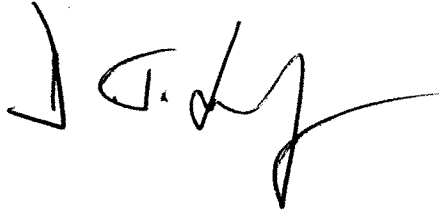
We have already corresponded with you regarding urgent points of clarification and in the confidential attachment to this letter we have raised particular issues that we have with the decision document in its current form. Since we are keen to progress the trial, we are not objecting to the modification proposals, in their current form, under the statutory voting process. We do however believe that Ofgem should consider the points we have raised before making final modifications and directions.

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Please do not hesitate to contact me, if you would like to discuss the issues raised by us.

Yours sincerely

A handwritten signature in black ink, appearing to read 'D. Linford', with a long horizontal flourish extending to the right.

Denis Linford
Head of Regulation