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EN/MRA 22/09/04

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Euan C. Norris  
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Dear Ian

**Appeal Response**

**British Gas Trading (BGT) against a decision of the MRA Forum regarding MCP 144**

ScottishPower welcome the opportunity to comment on the BGT appeal against the decision of the MRA Forum regarding MCP 144. Having now reconsidered the matter in light of fresh information available to us, we are of the opinion that the implementation of MRA CP144 would prejudice the interests of both suppliers and consumers and therefore support BGT in their appeal to overturn the decision of the MRA.

We would however wish to caveat our response. It is our opinion that a valid objection to a deemed contract customer leaving a supplier should be restricted to instances where the customer has a debt that still remains unpaid for a period of 28 days after demand for payment has been made. This would provide suppliers with a degree of comfort that they would have an opportunity to recover any monies owed to them whilst allowing customers who pay their bills on time to make a choice on who supplies their energy. A more detailed view will be presented in response to the consultation document.

Should you wish to discuss any details further please contact me by return using the above telephone number.

Yours sincerely

Euan C. Norris  
Regulation, Legal & Commercial