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27 September, 2004

Dear Mr Anthony

British Gas appeal against the MRA forum regarding MCP144

Thank you for the opportunity to respond to you on the above appeal by BGT. Utility Link Ltd as a small Supplier in the Electricity market supports the appeal by British Gas for the following reasons.

1. As a Supplier, we have a number of MPANs which we supply that have been subject to a change of tenancy. All efforts by ourselves to contact the new tenant have received no response, and visits to install PPMs or de-energise the site for none payment have been refused entry. The next logical step, is to obtain a warrant for forced entry, but without a name, this is difficult to do. The customer must therefore remain on a deemed contract, while other avenues are explored. If we were to lose the right to object on the ground of debt to someone on a deemed contract, then we would have no choice to minimise this risk by de-energising on the date of CoT. This is both expensive and inconvenient to the incoming tenant, a majority of which do respond to our new occupier letter in good faith. We therefore feel it is in the interest of the honest customers, that those that seek to avoid paying for energy consumed are blocked from changing Supplier.
2. The second reason is more a technicality. The vote at the MRA forum by Suppliers was in favour of British Gas, and all distribution business bar one declared no interest. Thus the actions of one company has gone against the clear view of the industry. I am puzzled at why EDF Energy Networks felt that they need to vote the way they did where as all other distribution businesses declared no interest. No doubt your consultation will clarify this.

C:\temp\outlook\MCP144_appeal.doc

**Registered office: Utility Link Ltd, 16 Avon Reach, Monkton Hill, Chippenham, Wiltshire SN15 1EE.
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I hope these views are of use. Should you wish to clarify any of the points, please feel free to contact me.

Yours sincerely,

Chris Welby
General Manager

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