



Open letter

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to customers*

Your Ref:
Our Ref: RBA/CSA/DOM/56
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8 April 2005

Dear Colleague,

Gas and Electricity Domestic Billing Super-complaint

As you may be aware, on 6 April 2005 the Gas and Electricity Consumer Council ("energywatch") submitted a super-complaint pursuant to section 11 of the Enterprise Act 2002 to the Gas and Electricity Markets Authority. Under section 11, designated consumer bodies, of which energywatch is one, may make a complaint to the OFT [or regulator] that any feature, or combination of features, of a market in the United Kingdom for goods or services is or appears to be significantly harming the interests of consumers.

energywatch have alleged that there is evidence that the billing processes of gas and electricity suppliers are harming the interests of domestic consumers. An electronic copy of a non-confidential version of their complaint can be found on energywatch's website at

http://www.energywatch.org.uk/uploads/Super_Complaint.pdf

This open letter requests that any interested parties that would like to provide comments with regard to this complaint respond to this letter by 3 May 2005.

Yours sincerely,

Philip Davies
Director of Markets