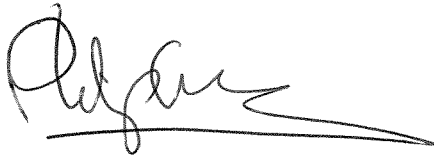


Direction issued by the Gas and Electricity Markets Authority under Standard Licence Condition 21 (Publication of Information to Customers) of Gas Suppliers Licence

1. This direction is issued by the Gas and Electricity Markets Authority (the Authority) under paragraph 4 of Standard Licence Condition (SLC) 21 of each Gas Suppliers Licence (Licence) granted or treated as granted under section 7A of the Gas Act 1986 (as amended) to a person to supply gas to premises (the licensee).
2. Terms and expressions used in this direction shall have the same meanings, interpretations or constructions given to such terms and expressions in each Licence.
3. Paragraphs 1 and 2 of SLC 21 oblige the licensee to keep each customer informed of the name and address of the relevant transporter and the relevant transporter's meter point reference numbers or codes for the customer's premises by providing such information on each bill or statement given to the customers in relation to the supply of gas or annually where the customer does not receive such a bill or statement.
4. Transco plc (Transco) is proposing to transfer a local gas distribution network to each of four wholly owned subsidiary companies and transfer a gas transporter licence to each of those companies on 1 May 2005. Transco is then proposing to sell the shares in each of the four wholly owned subsidiary companies to third party purchasers on 1 June 2005.
5. Under paragraph 4 of SLC 21, the Authority may issue a direction relieving the licensee of its obligations under paragraphs 1 and 2 to such extent and subject to such terms and conditions as it may specify.
6. The Authority hereby directs that the licensee shall be relieved from obligations under paragraphs 1 and 2 of SLC 21 of its Licence, to keep each customer informed of the name and address of the relevant transporter on each bill or statement given to the customers in relation to the supply of gas or annually where the customer does not receive such bill or statement, in respect of a customer (the relevant customer) where the licensee complies with the conditions set out in paragraphs 7 and 8 of this direction in relation to such relevant customer.
7. The licensee shall provide to the relevant customer a telephone number (the telephone number) which the relevant customer may use to be informed of the name and address of the relevant transporter:
 - (a) on each bill or statement given to the relevant customer in relation to the supply of gas from a date between 1 May 2005 and the date of the first bill or statement given to that customer after 1 September 2005; or
 - (b) on each bill or statement given to the relevant customer in relation to the supply of gas from the date of the first bill or statement given to that customer after 1 September 2005; or
 - (c) annually from 1 May 2005 where the customer does not receive a bill or statement in relation to the supply of gas.

8. The licensee shall provide the telephone number to the relevant customer by publishing:
 - (a) the telephone number; and
 - (b) a brief and clear explanation of the purpose for the telephone number, on each bill or statement given to the relevant customer in relation to the supply of gas or annually where the relevant customer does not receive such bill or statement.
9. This direction shall have effect on and from 1 May 2005 and shall continue until revoked or amended by the Authority on giving not less than six months' prior written notice to the licensee.

Dated 29/04/05

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

Philip Davies
Director, Consumer Markets
Duly authorised by and on behalf of the Authority