

Ofgem received a complaint about BGT's recruitment practices for meter reading agents.

Ofgem investigated the matter and found that British Gas was not in breach of its licence or statutory obligations (paragraph 28 of Schedule 2B to the Gas Act 1986, standard licence conditions 24, 24A and 27 of the gas suppliers licence and standard conditions 24 and 27 of the electricity supply licence), and had taken all reasonable steps to ensure that suitable staff were recruited. Ofgem found that the disclosure of information relating to personnel acting on behalf of British Gas would not fall under the Rehabilitation of Offenders Act (Exemptions) Order and does not fulfil the general requirements of eligibility for criminal records checks laid down in the Part 5 of the Police Act. British Gas was not therefore in a position to obtain details of previous "spent" convictions from the Criminal Records Bureau. Accordingly, Ofgem has decided to close this case.