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Ian Anthony
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Dear Ian,

Re: Gas Suppliers Licence Standard Licence Condition 21 – Publication of information to customers

Thank you for the opportunity to comment on the above consultation, Centrica is content that this non-confidential response should be placed on the Ofgem Website and in the Ofgem library. As stated during the initial consultation on this issue, Centrica is supportive of the principles proposed, and welcomes the pragmatic nature of the approach.

Centrica strongly supports the replacement of the name and address of the relevant GT by the provision of an appropriate telephone number. We understand that Ofgem envisages that this requirement could be met by the use of the Customer Service Enquiry Line which will be operated by xoserve. We also appreciate the assurance given by NGT that were customers to telephone this number in error in the event of an emergency, that they have a process in place to ensure the call is appropriately handled.

In addition to the above we support the review of the requirement for notification as part of the supply licence review.

Centrica is of the view that it will be necessary to allow an implementation period for the change. This could be approached in two ways, either of which we would support:

- The decision could be issued conditional upon sale proceeding, and the defined implementation period could start from Share Sale of the DNs (currently targeted for 1st June 2005), and run for 3 months.
- Ofgem could elect to issue the direction at any point between now and 1st June, but allow a six month implementation period.

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The implementation period would be intended to mitigate supplier costs by allowing suppliers to schedule the implementation of the necessary changes to fit with their ongoing system development work and stationery printing cycles.

In respect of the proposed drafting of the direction, Centrica supports the drafting as worded.

Centrica does have an additional concern in respect of IGTs. Whilst we appreciate that the Customer Service Enquiry Line does not currently cater for the provision of information relating to customers on IGT networks, we believe it would be beneficial for these customers to be included in the service provision and would strongly encourage Ofgem and the Transporters to consider this amendment.

We hope that these comments have been helpful, but should you wish to discuss any of the points raised in more detail, please contact either Francesca Dixon (07769 725095) or myself on the number above.

Yours sincerely,

Alison Russell
Regulatory Issues Manager