

Our Ref  
Your Ref

66/05

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22 March 2005

Dear Ian

**Gas Suppliers' Licence Condition 21 – Publication of Information to Customers**

Thank you for your letter dated 1st March 2005.

We welcome the opportunity to comment on the drafting of the Licence Condition change and the implementation date of the proposed change. This response represents the views of EDF Energy, which includes the retail brands of London Energy, SWEB Energy, Seeboard Energy and EDF Energy, formally VirginHome energy. Our response can be treated as non-confidential and may therefore be placed on your website.

With regard to the wording for the direction, EDF Energy are comfortable with the proposed wording set out in the appendix and have no comments.

There is insufficient time to implement the full change until 1<sup>st</sup> July 2005. However, for the interim period a communication will be given to all customer facing staff to inform them of this telephone number and its purpose. They can then pass this onto customers if they request this information.

I hope you will find our comments helpful. If you have any queries please do not hesitate to contact Gayle Simons on 01273 428426 or myself.

Yours sincerely

**Ann Neate**  
**Regulation and Compliance Manager – Customers Branch**

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