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Dear Ian

Ofgem proposals: Gas Suppliers' Licence Standard Licence Condition 21 – Publication of Information to Customers

NGT welcomes and supports Ofgem's proposal to issue a direction under Standard Licence Condition 21 (SLC21) of the Gas Suppliers' Licence relieving Suppliers' of the obligation to keep each customer informed of the name and address of the relevant transporter, where they keep each customer informed of a customer service telephone number that the customer can use to request the information.

With regards to the drafting of the direction, paragraph six states that the customer may use the telephone number to be informed of the name and address of the relevant transporter and the MPRN number or code for their own premises. The proposed direction does not relieve Suppliers of the obligation to print the MPRN number on the customer's bill and as such, to ensure clarity, we feel that reference to MPRN numbers/codes should be removed from paragraph six of the direction. We have reflected this proposed amendment, plus some additional minor points, in the appended draft direction.

We support the proposed implementation date of 1st June, to coincide with Network sales.

If you have any queries or would like to discuss any of the points raised in this response please feel free to contact me, or Phil Lawton on 01926 656448.

Yours sincerely

By email.

Tim Tutton

Appendix - Proposed wording for direction under SLC 21(4)
NGT proposed amendments to drafting

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

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 (the 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 such 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 customer or annually where the customer does not receive such a bill or statement.
4. The Authority has become aware that, following the sale of certain distribution gas transportation assets by Transco plc, it may no longer be reasonably practicable for licensees to continue to ~~comply with SLC 21 in respect of all customers with regards to the name and address of the relevant transporter~~ provide the information required by paragraph 1 of SLC 21 to all customers.
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 its 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, in respect of a customer (the relevant customer) where the licensee has complied with the conditions set out in paragraphs ~~6~~ 7 and ~~7~~ 8 of this direction in relation to such relevant customer. [Number changes to reflect corrected paragraph numbering]
7. A 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 their relevant transporter ~~and the relevant transporter's meter point reference numbers or codes for the relevant customer's premises.~~
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 number, a description of the information which is made available to the relevant customer by means of the telephone number and the days and times during which such information is made available,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 June 2005.

Dated / /
Name and position
Duly authorised by and on behalf of the Authority