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

Dear Ian,

Further to your letter of 1st March 2005, RWE npower would like to offer its support to the proposal that Ofgem has put forward in the event of Transco completing its sale of their DN assets.

We welcome the fact that Ofgem have considered the issues faced by Suppliers having to distinguish (for the first time) between MPRNs on NGT's remaining DNs and those on other DNs that have been sold to new operators. The proposed change to SCL 21 specifying that the name and address of the GT can be obtained by contacting NGT's customer service number provides the most practical and cost effective solution.

In Ofgem's draft direction it includes a requirement for the supplier to provide a clear explanation as to what the enquiry number is for. RWE npower proposes that to provide consistency and clarity for customers the wording should be standardised across the industry. We believe that the SPAA CoS Expert Group would be the appropriate forum for this to be resolved.

We hope that these views are constructive and would be happy to discuss the issues further.

Yours sincerely,

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