

Guidance on energy efficiency for non-domestic customers

Monitoring returns for the period 1 July 2005 – 31 December 2005 January 2006

The Electricity Supply Licence Standard Conditions and Gas Suppliers Licence Standard Conditions (LC 25) requires suppliers to

- (i) set out information and advice to provide guidance to customers on the efficient use of gas and electricity,
- (ii) make arrangements for maintaining sources from which customers may obtain further information, including the maintenance of a telephone information service,
- (iii) and, make available, free of charge, a statement of additional sources of information and assistance.

Standard licence condition 26, Record and Report of Performance, requires licensees to keep a record of their operation of licence condition 25, and to report on their performance. It also gives provision for Ofgem to monitor compliance with standard licence condition 25 and requires that,

- (i) licensees keep a record of their general operation of licence condition 25,
- (ii) licensees shall publish a report to the Authority and energywatch at the end of the year on their compliance. This report must be free for anyone who requests it,
- (iii) licensees shall provide more specific information if requested to do so by the Authority.

The procedures for monitoring LC 25 are set out in Monitoring non-domestic suppliers' performance under their code of practice on the efficient use of gas and electricity, Decision Document, October 2003.

The following table provides a summary of the monitoring returns received from suppliers covering the period 1 July 2005 - 31 December 2005.

Supplier name	Total telephone enquiries	Customer types making the enquires			Referrals to Action Energy	Codes of practice distributed
		Commercial customers	Public sector customers	Industrial customers		
Energy Data Company Ltd	0	0	0	0	0	0
Sempra Trading	0	0	0	0	0	0
Utility Link Ltd	0	0	0	0	0	0
Wiltren Energy Ltd	0	0	0	0	0	0
Cinergy Global Trading	0	0	0	0	0	0
Countrywide Farmers	5	5	0	0	0	5
Zest4 Electricity Ltd	0	0	0	0	0	0
Trade Link Solutions	0	0	0	0	0	0
Smartest Energy	0	0	0	0	0	0
EDF Energy	442	402	35	5	6	55
BP Gas Marketing Ltd	0	0	0	0	0	0
Bizz Energy Ltd	4	0	1	3	1	0
Shell Gas Direct	1	0	1	0	0	0
British Energy Direct Ltd	0	0	0	0	0	0
Global Natural Gas Ltd	0	0	0	0	0	0
British Gas	8	8	0	0	0	10,841
Opus Energy	0	0	0	0	0	0
Scottish Power Retail Energy Ltd	153	128	12	13	15	2,823
E.ON Energy plc	416	409	3	4	177	306
RWE npower plc	77	70	7	0	0	63
Cofathec	7	6	1	0	0	0
Scottish and Southern Energy	851	835	4	12	0	0
Statoil UK Ltd	0	0	0	0	0	0
Hydro Wingas	0	0	0	0	0	0
Business Energy Solutions Ltd	0	0	0	0	0	0
CP Gas Ltd	0	0	0	0	0	53

Supplier name	Total telephone enquiries	Customer types making the enquires			Referrals to Action Energy	Codes of practice distributed
		Commercial customers	Public sector customers	Industrial customers		
Pennine Natural Gas Ltd	0	0	0	0	0	26
Gaz de France ESS	0	0	0	8	0	0
Access Energy Solutions Ltd	0	0	0	0	0	3
Total Gas and Power Ltd	0	0	0	0	0	94
E.ON Ruhrgas	0	0	0	0	0	0
TOTAL	1,964	1,863	64	45	199	14,269