



Liz Chester
Social Policy Manager
Ofgem
9 Millbank
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26 August 2010

By EMAIL

Dear Liz

Amendments to gas and electricity supply licence conditions in relation to the disconnection of vulnerable customers

We support the new licence condition, SLC27.11(A).

Please note that we have one reservation over a comment in the explanatory letter. The letter suggests that there is no substantive difference between SLC27.10 and SLC 27.11. Please note that, as we have said in our earlier responses, there is a difference where a prepayment meter could be fitted and disconnection could be avoided by the customer being present (to allow for safety checks over the connection).

We also note that Ofgem is also looking further at the issue of reconnecting vulnerable customers before winter. If you require further information or would like to meet to discuss this, or any related issue, please do not hesitate to contact me on 02476 181 358.

Yours sincerely

Graham Kirby

Retail Regulation & Energy Policy Manager