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20 August 2010
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Dear Liz

Proposed Modification of Standard Licence Condition 27.11

~~We write further to Maxine Frerk's letter of 15 July 2010 enclosing the Statutory Consultation on the proposed addition to the Gas and Electricity Supply Licences to insert condition 27.11(A).~~

SSE has no objections to this condition being introduced into both Licences. As stated in our letter of 7 May 2010, we appreciate the further protection that the inclusion affords to customers and have no concerns over its insertion into the Licences. During the Ofgem and Consumer Focus Debt & Disconnection Review we discussed the checks that SSE will do before deciding whether to disconnect a supply or not and that our meter operatives are trained to recognise signs of vulnerability and have authorisation to walk away should they have any doubts whatsoever.

During Ofgem's informal consultation, we reviewed our relevant processes and practices to ensure that we would be compliant should it be put into the Licences. Our conclusion is that SSE already operates in the spirit of the proposed condition and are confident that we meet the requirements already.

For the avoidance of doubt, SSE accepts the inclusion of new Licence Condition 27.11(A) into the Gas and Electricity Supply Licences.

I hope that this is suitable for your requirements and please feel free to contact me should there be anything further.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Rob McDonald'.

Rob McDonald
Director of Regulation