



January 18th, 2010

Ms. Meghna Tewari  
Senior Economist  
Retail and Market Processes  
Ofgem  
9 Millbank  
London  
SW1P 3GE

Dear Meghna,

**Modification Proposals for SLC 23 and Draft Impact Assessment**

As stated in our October response to Ofgem's consultation on this issue, First Utility supports the proposed requirement for Suppliers to provide customers with 30 calendar days prior notification of a price increase or unilateral variation.

We also support the proposed amendment to SLC 23.6 (a) allowing customers to notify suppliers of their intention to switch supplier to avoid the impact of the price increase or variation up to the effective date of that taking effect. It also seems appropriate the customers in debt are given 30 working days from the day they receive a blocking notice to pay off any outstanding charges without the price increase or variation applying to them.

We agree that the 15 working day period requirement for notice under the relevant industry codes should be retained.

Overall, we believe that these amendments to the licence will provide benefit to both customers and the industry. Customers will benefit from being able to make an informed choice as to whether or not they wish to switch supplier ahead of any price increase or unilateral variation taking effect. Suppliers will benefit from the much simpler process of being able simply to exclude those customers who have indicated their desire to switch from the price rise or unilateral variation prior to this taking effect rather than having to reverse these changes to the customer's account after the fact.

Please do not hesitate to contact me should you require any further information.

Best regards,

Chris

Chris Hill

Regulation