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Monday 24 January 2011

Dear Lia

### **Consultation on cost recovery approaches for determinations**

Thank you for the opportunity to comment upon Ofgem's proposals for recovering unnecessary costs incurred in respect of determinations.

#### Chapter Two

- Q 1: Should the circumstances listed below constitute the basis for recovering costs from a party?  
We agree that the circumstances listed in the Consultation should constitute the basis for the recovery of costs.
- Q 2: Are there are other circumstances in which cost recovery should be considered?  
We do not believe that there are any additional circumstances.
- Q 3: Is it appropriate for us to recover costs in the circumstances detailed in this chapter?  
The Electronic Public Register as detailed in 2.17 is a useful reference point, but could prove more useful if the referencing of cases was clearer, and maybe a short paragraph included in the description to identify the point of principle.
- Q 4: Do you think the cost recovery approaches are appropriate given the circumstances set out in this chapter?  
Yes, we believe they are.



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Chapter 3

Q 1: Do the factors set out in this chapter fairly assess when we should recover costs?

Yes they do.

Q 2: Are there any additional factors that should be taken into account?

We have not identified any.

Q 3: Are the implementation procedures comprehensive?

Yes, however we do have concerns in terms of "established timeframes". Some information requests are particularly time consuming, particularly where it involves historic or complex technical data and may be specific to one or two people only. We would expect Ofgem to show some consideration when requesting information around bank holidays and other peak holiday times, and be willing to extend timeframes where annual leave impacts on the ability to produce data requested and continue to provide a timely service to customers.

Q 4: We welcome views regarding additional procedures that would facilitate the determination process.

We have nothing further to add.

If you have any queries in respect of this submission, please do not hesitate to contact me direct.

Yours sincerely



Julie L'abraham  
Policy and Compliance Manager