

January 31, 2014

Dear Sir,

Preventing Erroneous Transfers

Please find Co-Operative Energy's response to the above consultation below.

Question 1: Do you agree with our proposed changes to SLC 14A?

We agree that reducing the number of erroneous transfers is important in relation to reinforcing customer trust in the energy market. We do not believe that it would be unduly onerous for suppliers to take reasonable steps to ensure that they have valid contracts with customers when a transfer request is made. However, we agree with Ofgem that it is reasonable to exclude liability where an erroneous transfer has resulted from a customer providing incorrect information or the customer changes their mind following the transfer request being made.

Question 2: Do you agree with the proposed implementation timetable?

We feel that implementation in Summer 2014 is achievable, particularly as the licence change only seeks to ensure that suppliers perform certain checks which should already be taking place.

Please do hesitate to contact me should you have any questions or require any further information.

Yours faithfully,

Chris Hill

Head of Policy

