



Ofgem Open Letter - Timley Access To Data From Advanced Meters

Response from E.ON

General Comments

In reference to your Open Letter from December 2013 where you highlight the potential issues with the current electricity supply Licence Condition 12.20 which relies upon a BSC settlement classification.

We agree with your analysis and views on this issue and believe that although not ideal wording the detrimental risks to customers are minimal as suppliers are suitably incentivised to continue to provide the information.

We agree that the risk is very low that suppliers would change their service offerings to a customer simply as a result of a change of BSC settlement class.

It would logically be in the interests of Suppliers to continue to provide relevant useful information to their customers as part of their service offering to ensure they maintain a high level of customer service.

As there is an existing obligation to provide this information to AMR customers Suppliers will have already invested in the IT systems and business processes to provide this information.

The incremental cost saving of not providing this information to a small subset that may have experienced a BSC settlement class change would therefore be insignificant.

We do not believe that it would provide a sufficient incentive for a Supplier to cease providing the information or to risk alienating their customers through additional charges.