

Andrew Wallace
Ofgem
9 Millbank
London
SW1P 3GE

By email only to: smartermarkets@ofgem.gov.uk

27 January 2014

Dear Andrew

Preventing Erroneous Transfers

Thank you for the opportunity to respond to the above consultation. This letter should be regarded as a consolidated response on behalf of UK Power Networks' three distribution licence holding companies: Eastern Power Networks plc, London Power Networks plc, and South Eastern Power Networks plc. Our response is not confidential and can be published via the Ofgem website.

We are supportive of Ofgem's proposals and would like to provide the following comments in response to the consultation questions:

- *Question 1 – Do you agree with our proposed changes to SLC 14A?*

We welcome Ofgem's proposal to improve the switching process for all customers and view this consultation as a positive step towards improving customer confidence in the electricity market.

However, an instant elimination of erroneous transfers will be challenging for the industry to achieve unless all parties work together to address the root causes of the known issues (e.g. inconsistent data). We would welcome any support that Ofgem can provide in the capacity of a facilitator to assist all parties in identifying a mutually acceptable approach.

- *Question 2 – Do you agree with the proposed implementation date?*

There are a number of industry initiatives in circulation relating to the change of supplier process. We would welcome a consolidated approach to the introduction of all planned changes to SLC 14A, so that modifications to industry processes, procedures and systems can be collated and implemented in the most appropriate manner.

I hope that you will find our comments helpful. If you have any questions please do not hesitate to contact our Income Registration Manager, Martin Hewitt (Martin.Hewitt@ukpowernetworks.co.uk), in the first instance.

Yours sincerely

A handwritten signature in black ink, appearing to read 'K Hutton', written in a cursive style.

Keith Hutton
Head of Regulation
UK Power Networks

Copy: Paul Measday, Regulatory Returns & Compliance Manager, UK Power Networks