

Andrew Wallace
The Office of Gas and Electricity Markets
9 Millbank
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Email to: smartermarkets@ofgem.gov.uk

12 May 2014

Dear Andrew,

Statutory consultation on licence modifications to enforce three week switching and prevent erroneous transfers

EDF Energy is one of the UK's largest energy companies with activities throughout the energy chain. Our interests include nuclear, coal and gas-fired electricity generation, renewables, and energy supply to end users. We have over five million electricity and gas customer accounts in the UK, including residential and business users.

EDF Energy is supportive of the proposed licence modifications to enforce three week switching and prevent erroneous transfers.

We agree that switching is a key touch point for consumer's experience of the retail energy market and will continue to work with Ofgem and other industry participants to further streamline and improve the efficiency of the switching process. We also agree that suppliers should act in a manner which reduces the risk of Erroneous Transfers occurring as they do not produce a good customer experience, and can take considerable time, cost and effort to put right.

EDF Energy considers that changes to the customer switching process are best delivered in stages through a series of projects to achieve robust and cost-effective improvements to the transfer process. To this end, EDF Energy is actively engaged in the Energy UK project to move to a 2 weeks +4 day switching process for domestic customers. This project will speed up the present switching process, whilst recognising the constraints placed on suppliers by current central systems.

Should you wish to discuss any of the issues raised in our response or have any queries please contact my colleague Dan Simons on 07875 113701 or myself.

I confirm that this letter may be published on Ofgem's website.

Yours sincerely,



Paul Delamare
Head of Downstream Policy and Regulation

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