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Andrew Wallace
Ofgem
9 Millbank
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8 August 2014

Dear Andrew

Re: Moving to reliable next-day switching

ElectraLink Ltd is pleased to respond to Ofgem's consultation titled 'Moving to reliable next-day switching' published 16 June 2014. In accordance with our role as provider of the Data Transfer Service (DTS) to the GB electricity market we have focused our response on those areas most closely aligned with our experience, knowledge and core competencies.

Where are the Delays in Supplier Switching?

The issues surrounding the duration of the supplier switching process identified by Ofgem in this consultation are clearly not confined to 'central' systems. From an electricity market perspective, ElectraLink considers that it is the processes and procedures set out in the Master Registration Agreement (MRA) that primarily determine the time taken to affect a Supplier event rather than the technology that underpins these processes. In particular, delays to switching are not related to the time taken to exchange data on the DTS between parties. The DTS transfers data between electricity market participants in minutes and can be re-configured to accommodate industry process changes, including message prioritization at either the application layer or the network layer to accelerate transfers to seconds if required.

Business Process Re-design

Ofgem has identified three key implementation stages for the proposed reform package. It will be the first stage, documenting the new business processes involved, that will be the most important as it largely determines the ultimate cost and quality of the future supplier switching service experienced by consumers. To achieve next-day switching, business processes will need to be run simultaneously rather than sequentially, with new or enhanced processes to 'reverse out' changes if data is subsequently amended or a decision is made to defer or cancel the change. Accordingly, this first implementation stage must document the full scope of the new processes to enable broader business and systems impact analyses to be carried out.

Data Transfer Costs

Data transfer is a very small part of electricity supply costs. The DTS currently represents excellent value for money, costing each electricity consumer 17p per year. Based on the number of switching events and their share of traffic volume in the electricity market over the last 12 months, the DTS cost to industry to support supplier switching is currently 1p per switching event. The DTS is governed by the DTS Agreement (DTSA) which has the flexibility to ensure that the DTS will be able to support its users as they migrate to the new switching arrangements.

Broader Issues with Supplier Switching

In terms of some of the broader issues raised in Ofgem's consultation, the extent to which a single central registration service alone would help to address the issues around supplier switching depends largely on changes to broader industry processes. Furthermore, the overall cost of implementing centralised switching may substantially exceed the cost of the new central system alone. The functionality within the individual systems operated by the many separate organisations involved in the chain of supply for electricity and gas supply, which will need to be changed to accommodate centralised registration, will in many cases have 'knock on' business process impacts beyond supplier switching.

ElectraLink's Role in Achieving Reliable Next-day Switching

ElectraLink is ready to support industry as it migrates to new market arrangements for supplier switching.

As outlined in Ofgem's consultation, poor quality market data has a huge impact on the consumers' experience of the energy supplier switching process. ElectraLink's unique position of being able to analyse all of the data flows between electricity market participants means that we are able to provide Ofgem and industry with significant insights into supplier switching which could aid future decision making. Through the DTSA the DTS Parties have provided ElectraLink with the ability to store and analyse DTS data which is providing invaluable perspectives on the effectiveness of the current switching processes. ElectraLink is currently undertaking a project to analyse all of the DTS data relating to the 7.3m supplier switching events which have taken place in the retail electricity market over the last 26 months. We will shortly be presenting the results of this analysis to the MRA

IREG in support of the MRA's response to Ofgem's 'Industry data quality, ownership and governance' request dated 24 June 2014.

ElectraLink recognises the potential benefits to consumers of evolving the switching process and will be engaging with Ofgem and the users of the DTS to support implementation. At a time when the retail energy market is already experiencing fundamental change, the proposed changes to switching must be carefully managed to avoid introducing significant additional risk. To minimise risk to industry at the implementation stage, significant testing will be required and ElectraLink is well placed to support this at a number of levels.

Detailed information in support of the above is contained in the appendices to this letter. Should you have any further questions please do not hesitate to contact me.

Yours sincerely,



Stuart Lacey
Chief Executive

- Appendix 1 About ElectraLink
- Appendix 2 Industry Roles of Participants Supported by the DTS and the Number of Unique Market Participants IDs (MPIDs) within each Market Role
- Appendix 3 Electricity Market Processes Defined in the MRA and Supported by the DTS
- Appendix 4 Data Flows Associated with a Change of Supplier (CoS)
- Appendix 5 The Users of the DTS Currently Connected to the Service

Appendix 1- About ElectraLink

ElectraLink's Background

Thought leaders, innovators and with a proven track record as facilitators in making things happen, ElectraLink was established in 1998 to procure and manage a data transfer service (currently regulated through DNO SLC 37) to support the newly formed competitive domestic electricity supply market. ElectraLink is owned by the six distribution network operators (DNOs).

Since 1998 ElectraLink's Data Transfer Service (DTS) has facilitated electricity retail market competition by supporting the customer switching, settlement, agent management and meter administration processes that underpin a competitive electricity market. The DTS provides the electricity market with a cost effective data transfer service that has experienced no known security breaches in the history of its operation.

With the support of industry and Ofgem, ElectraLink has expanded its operations into commercial services. These include network services which support the competitive metering market (RGMA) and the switching process (NOSI) in the gas market. These services operate on the same infrastructure as the DTS allowing dual fuel customers to send and receive electricity and gas data flows using the same network connection.

ElectraLink has also brought competition to the energy governance services market and currently supports the Distribution Connection and Use of System Agreement (DCUSA), the Supply Point Administration Agreement (SPAA) and the Smart Metering Installation Code of Practice (SMICoP).

Finally over the last two years ElectraLink has developed Energy Market Insight services which utilise the unique data set that is sent over the DTS. The capability to store and analyse this market data was granted to ElectraLink in February 2012 by the DTS Users, who recognised how the aggregation and analysis of DTS data by a central body would improve industry efficiency and benefit customers.

Introduction to the Data Transfer Service (DTS)

The DTS supports the efficient operation of all participants in the GB retail electricity supply market. The roles of the electricity market participants currently connected to the DTS are listed in Appendix 2 and the users of the DTS currently connected to the service are named in Appendix 5. The electricity market processes defined in the MRA and supported by the DTS are listed in Appendix 3.

The Cost of the DTS

ElectraLink is obliged to deliver the DTS in a cost effective manner and Figure 1 details the annual cost of the DTS to its users since the service was launched. Over this period the size, measured by data volume, and scope, measured by number of users and market processes supported, of the DTS has increased significantly. Despite these pressures the annual cost per MPAN of the DTS now stands at 17p and further cost declines are expected in the future. ElectraLink operates the DTS on a

cost recovery basis and the transformation of the DTS, as outlined below, provides us with the opportunity to pass significant costs reductions through to the users of the service.

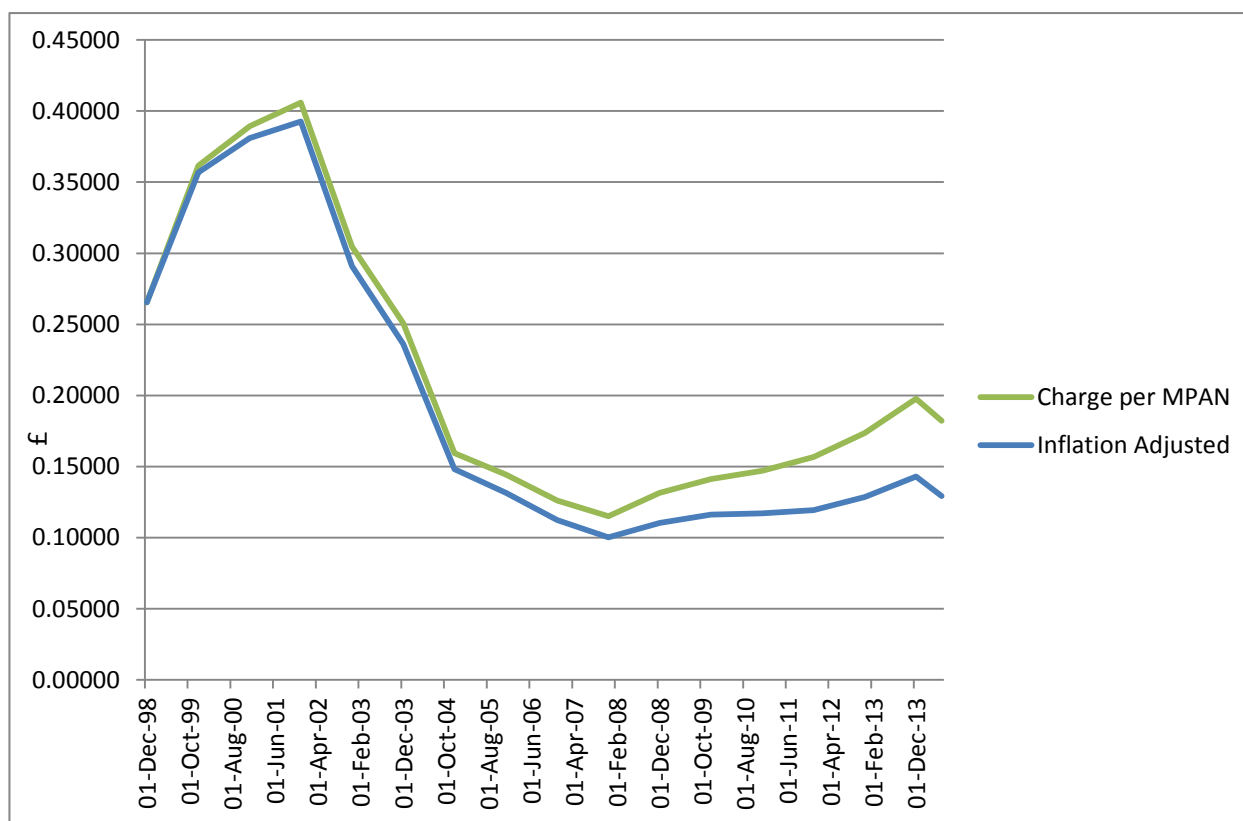


Figure 1: The Annual Cost of the DTS per MPAN

The Number of Energy Industry Systems Connected to the DTS

All of the users of the DTS have developed their internal systems and processes to interface with service. Appendix 2 show the number of the unique Market Participant IDs (MPIDs) associated with each market participant role. This indicates that there are over 800 separate MPID/Role combinations, a number likely to translate into a similar number of disparate internal systems, all of which the DTS supports with electricity market data transfer.

The Master Registration Agreement (MRA)

The MRA is an agreement that sets out terms for the provision of Metering Point Administration Services (MPAS Registrations) and procedures in relation to the change of supplier to any premise/metering point. It is a multiparty agreement between, Suppliers, Distribution Businesses, Elexon and the MRA Service Company. Changes to the MRA are agreed via changes submitted to the MRA Development Board which, after industry deliberation, are reflected in the Data Transfer Catalogue (DTC) which defines the data flows that pass between different participants to support the

industry processes. **The DTC defines the data flows delivered by the DTS. ElectraLink currently operates to a 12 day SLA to implement any changes to the DTC agreed by the MRA.**

The DTS Transformation Programme

ElectraLink continues to have the responsibility for the provision of a shared, secure, industry controlled data transfer infrastructure to support a competitive GB electricity market. The DTS facilitates change, as evidenced by its use for the Green Deal, and will support the expansion of half hourly settlement and will facilitate the launch of electricity market reform (EMR). Longer term ElectraLink is already exploring how the DTS could be used to support demand side response (DSR), recognising its existing, unique role delivering data between the DNOs and suppliers.

Technology has evolved significantly since the DTS was established in 1998 and ElectraLink, recognising the ongoing requirement for the DTS, has continually refreshed the service to reduce costs and improve performance. In 2011 ElectraLink worked with its service provider to complete a successful proof of concept to demonstrate how the DTS could operate in near real time, providing a migration path for its users from the batch process that currently predominate in the energy market to the near real time environments that characterise other industry data transfer environments.

In 2013 ElectraLink embarked on a fundamental re-architecting of the DTS (the DTS Transformation Programme) which will maintain the current physical and logical interfaces of the DTS whilst supporting connections via a private virtual cloud. The transformed DTS will be fully backward compatible with today's way of working whilst providing significantly improved scalability and flexibility to support new ways of working, including the introduction of XML interfaces to the service. The DTS Transformation Programme will be completed by the end of 2014.

How the DTS Currently Supports the Supplier Switching Process

The change of supplier process in the electricity market defined in the MRA is triggered by a new supplier when they send the D0055 (Registration of Supplier to Specified Metering Point) data flow to MPAS. The new supplier determines both the time at which this data flow is sent as well as the requested start date, which is included in this data flow. The requested start date may be driven by contractual cooling off periods or the need to align electricity and gas registrations on the same date. Following this there are then a host of data exchanges such as agent appointments, change of supplier meter reads, customer objections until finally the change of supplier process completes. The data flows associated with the current supplier switching process are listed in Appendix 4. Some of these data flows are also used by other electricity market processes (for example the D0010 Meter Readings).

The Time Taken to Complete a Supplier Switch

ElectraLink is uniquely placed to observe all the market interactions relating to a supplier switch from the start to the end of the process. Shown below in Figure 2 is the average time taken to switch

supplier in the GB electricity market from the D0055 data flow being sent to the completion of the switching process over the last 2 years.

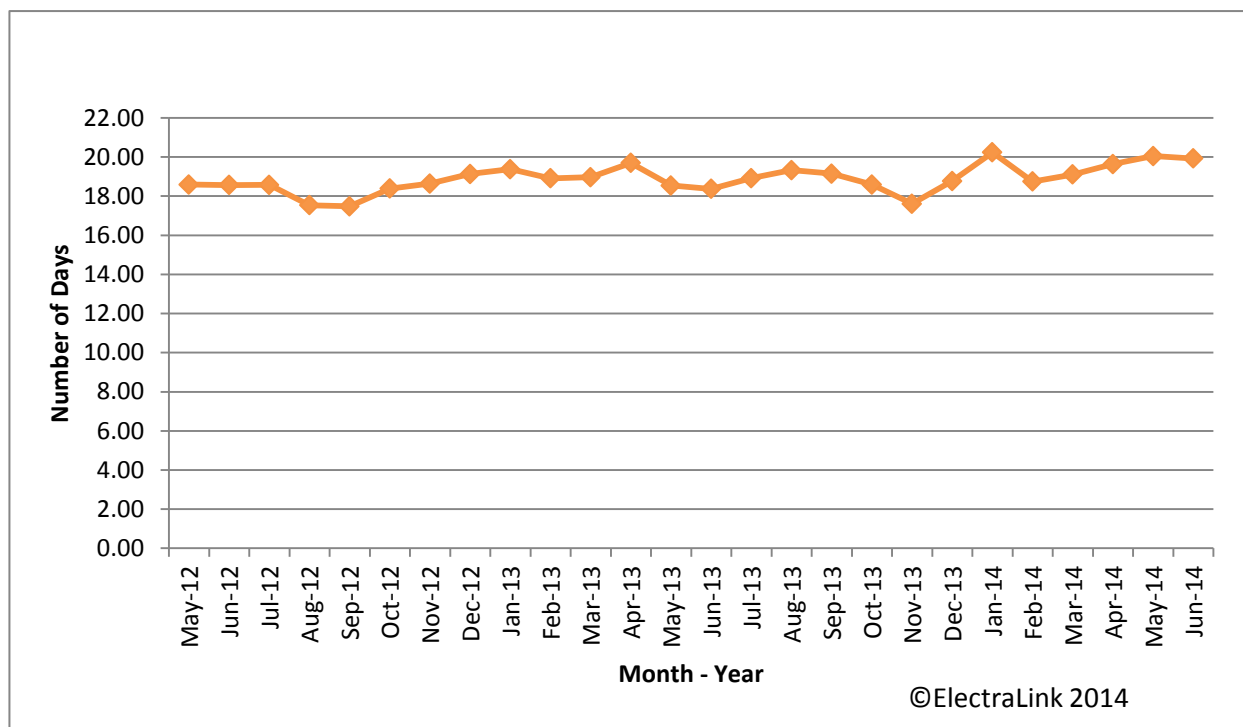


Figure 2: The Average Time to Switch Supplier in the GB Electricity Market

Although the switching process is taking on average almost 20 days, this delay is not due to the speed of data transfer. On average there are in excess of 2 million messages a month transferred across the DTS and within each message there can be multiple instances of the data flow. The vast majority of messages are delivered in line with the agreed service levels in less than 5 minutes as evidenced in Figure 3 below. **This clearly demonstrates that it is the process for supplier switching, rather than the technology utilised by the DTS, that constrains Ofgem's ambition of next day switching.**

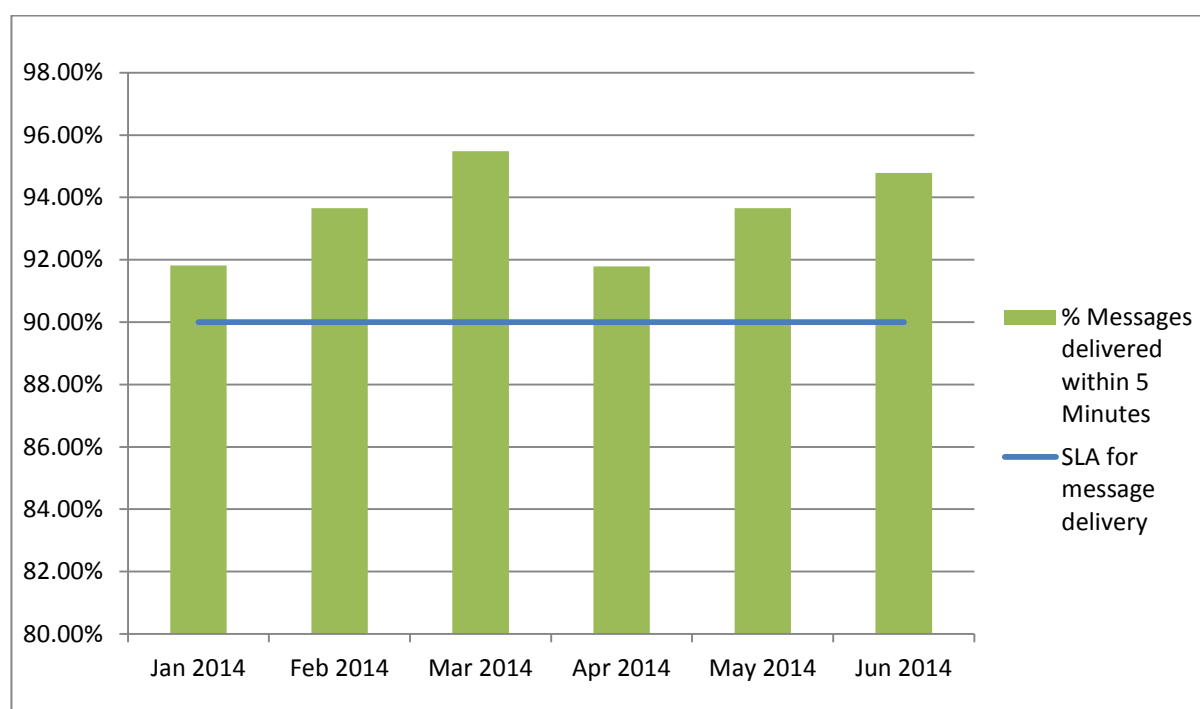


Figure 3: Percentage of DTS Messages Delivered Within 5 Minutes

Impact on the DTS of the Introduction of a Centralised Switching Service

ElectraLink has analysed the impact of the proposed introduction of a centralised switching service on the volume of DTS traffic. The data flows relating to supplier switching are identified in Appendix 4. Figure 4 below shows the impact of the removal of these flows, insofar as they relate to the change of supplier process, within the context of the other categories of data flows handled by the DTS in support of other industry processes and a forecast of future growth (which excludes an impact of changes to the HH settlement regime). There is a minimal impact on the DTS from the introduction of a centralized switching service with supplier switching related DTS traffic representing just 1.7% of total DTS traffic volume. **Based on this share of traffic volume, and the number of switching events in the electricity market over the last 12 months, the DTS cost to industry to support supplier switching is currently 1p per switching event.**

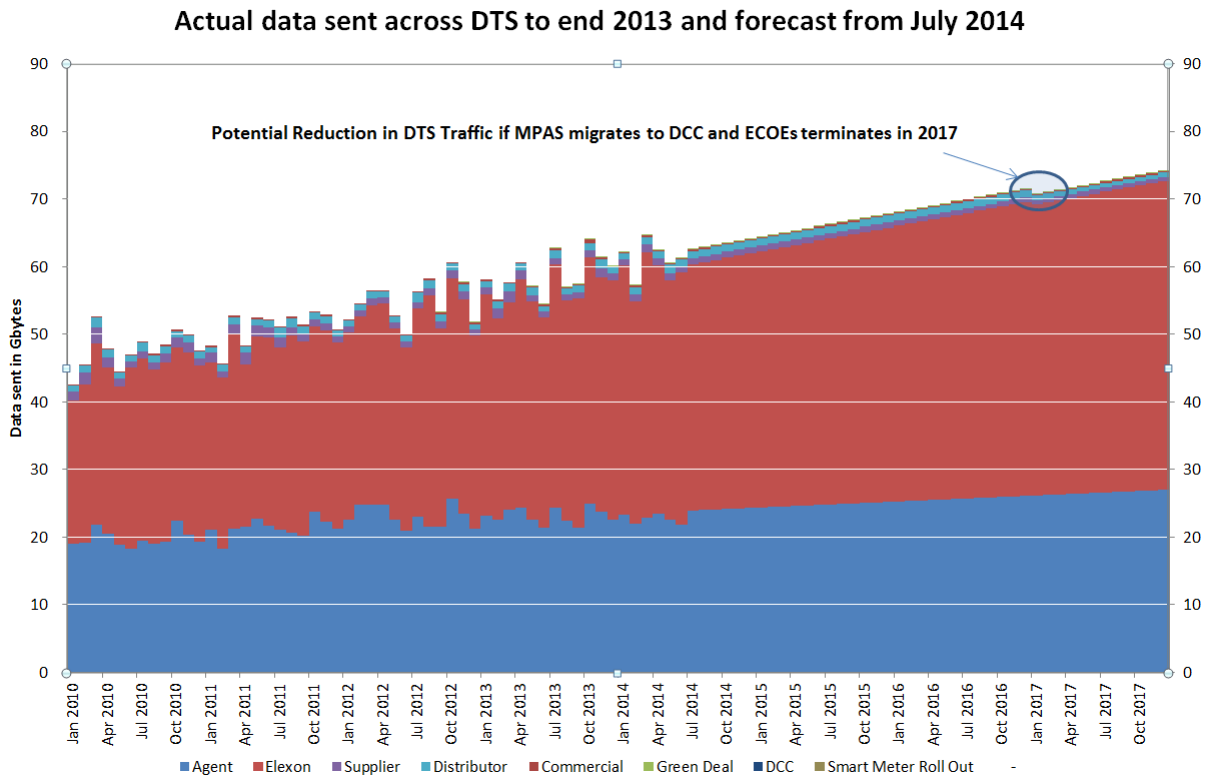


Figure 4: Impact on DTS Traffic Volume of Centralised Switching

Appendix 2- Industry Roles of Participants Supported by DTS and the Number of Unique Market Participants IDs (MPIDs) within each Market Role

Unique MPIDs still effective	Role
22	Distributor
4	Electricity Central Online ENQ Service
27	Green Deal Licensee
218	Green Deal Provider
178	Green Deal Remittance Processor
3	Grid Control Company
2	GRS Operator
15	HH Data Aggregator
15	HH Data Collector
1	Market Domain Data Agent
54	Meter Asset Provider (MAP)
34	Meter Operator
33	Non Half Hourly Data Retriever
6	Non-core Role (e.g. DCC or GDCC)
25	Non-HH Data Aggregator
24	Non-HH Data Collector
24	Prepayment Meter Infrastructure Provider
22	PRS Agent
17	Revenue Protection Service
2	Settlement System Administrator
96	Supplier
21	Supply Fault Information Centre
4	Tele-switch Agent
22	Unmetered Supplies Operator (UMSO)
869	Grand Total

Appendix 3- Electricity Market Processes Defined in the MRA and Supported by the DTS

Allocate PPM Transactions (A1809)
Appoint agents (A161)
Appoint/De-appoint Agents to the Metering Point (same Supplier / New Connection) (A165)
Appoint/De-appoint DA (NHH & HH) (A1011)
Appoint/De-appoint HH DC (A1135)
Appoint/De-appoint HH MO (A1129)
Appoint/De-appoint NHH DC (A1028)
Appoint/De-appoint NHH MO (A1023)
Cable Installation and Network Connection (A100)
Change of Measurement Class (A450)
Change of Measurement Class : NHH to HH, Same Supplier (A1161)
Change of Measurement Class: NHH to HH, Coincident with CoS (A1162)
Contact Notice Facility (A809)
CoS Objection Process (A575)
DA Validation (A443)
Daily Profile Production (A912)
Data Collection and Processing of Meter Readings (including CoS reading) (A104)
Data Validation and Aggregation (A910)
Debt Assignment for PPM (A1800)
De-energisation (A928)
De-Energise, Energise & Disconnect (A109)
Determine NHH DR Site Visit Requirement (A1146)
Disconnection (A933)
DUoS Billing (A108)
Energise Metering Point (A430)
Generation of new/additional MPAN Core(s) (A205)
HH Meters: Administer Metering Point Data (A991)
HH Meters: Obtain Readings (A110)
HH Meters: Process Meter Readings (A990)
HH ONLY Appoint agents to the Metering Point (New Supplier - CoS) (A1120)
Industry Process View (A0)
Install, Replace, Energise, Remove and Sale of a PPM (A999)
Install, Replace, Energise, Remove and Sale of a HH Meter (A130)
Install, Replace, Energise, Remove and Sale of a NHH Meter (A129)
Issue Full Refreshes (A402)
Issue PPM Device (A1053)
Issue Selective Refreshes (A403)
Make Customer Appointment (A134)

Manage Market Domain Data (A106)
Manage Planned Outages (A1055)
Manage PPMs (A222)
Manage Supply (Install, and manage Meter Operations) (A102)
Manage Supply Faults (A1062)
Managing Supply Faults and Outages (A105)
Meter Operations (A718)
Meter Reading on Change of Supplier Dispute (A818)
Minimise Illegal Abstraction (A783)
MPAS Refreshes/Resends and Reporting (A199)
New NHH DC Obtain and Generate Change of Supplier meter reading (A848)
NHH Meters: Administer Metering Point Data (A938)
NHH Meters: Obtain Readings (A936)
NHH Meters: Process Meter Readings (A937)
NHH ONLY Appoint agents to the Metering Point (New Supplier - CoS) (A166)
Obtain NHH Meter Readings (NHH DR) (A1149)
Operate PPMs including the recharging of Smartcards/Keys and the sale of tokens (A1003)
Prepare Supply Quote (A599)
Prepayment Meter Infrastructure Polling (A1004)
Register MPAN and Appoint Agents (inc Change of Agent and generation of additional/new MPAN Core(s)) (A101)
Registration on a New Connection (A410)
Registration on Change of Supplier (A162)
Resolve Erroneous Transfer (A1721)
Resolve Objection (A836)
Settlement and Reconciliation (A907)
SVA Agent (A1143)
Transfer Metering Point between MPAS and CRA (A1511)
Update MPAD Items and Customer Details (A163)
Updates to Distribution held MPAD Items (A407)
Updates to Supplier held MPAD Items (A406)
Validate and Aggregate Data and Settle (A915)

Appendix 4 – Data Flows Associated with a Change of Supplier (CoS)

Flow Number D0...	Flow Name	From Role	To Role
004	Notification of Failure to Obtain Reading	HHDC	Supplier
004	Notification of Failure to Obtain Reading	NHHDC	Supplier
004	Notification of Failure to Obtain Reading	NHHDR	NHHDC
010	Meter Readings	Distributor	NHHDC
010	Meter Readings	HHDC	Distributor
010	Meter Readings	HHDC	HHDC
010	Meter Readings	HHDC	Supplier
010	Meter Readings	MOP	Distributor
010	Meter Readings	MOP	HHDC
010	Meter Readings	MOP	NHHDC
010	Meter Readings	MOP	Supplier
010	Meter Readings	NHHDC	Distributor
010	Meter Readings	NHHDC	NHHDC
010	Meter Readings	NHHDC	Supplier
010	Meter Readings	NHHDR	NHHDC
010	Meter Readings	Supplier	NHHDC
011	Agreement of Contractual Terms	HHDA	Supplier
011	Agreement of Contractual Terms	HHDC	Supplier
011	Agreement of Contractual Terms	MOP	Supplier
011	Agreement of Contractual Terms	NHHDA	Supplier
011	Agreement of Contractual Terms	NHHDC	Supplier
019	Metering System EAC/AA Data	NHHDC	NHHDA
019	Metering System EAC/AA Data	NHHDC	Supplier
055	Registration of Supplier to Specified Metering Point	Supplier	MPAS
057	Rejection of Registration	MPAS	Supplier
058	Notification of Termination of Supply Registration	MPAS	Supplier
064	Notification of an Objection to Change of Supplier Made By the Old Supplier	Supplier	MPAS
065	Confirmation of Receipt of a Registration Objection	MPAS	Supplier
066	Rejection of a Registration Objection	MPAS	Supplier
067	Notification of an Objection to Change of Supplier Sent to the New Supplier	MPAS	Supplier
068	Removal of Registration Objection	Supplier	MPAS
069	Rejection of Registration Objection Removal	MPAS	Supplier
071	Customer Own Reading or Supplier Estimated Reading on Change of Supplier	Supplier	NHHDC
072	Instruction to Obtain Change of Supplier Reading	Supplier	NHHDC
086	Notification of Change of Supplier Readings	NHHDC	Distributor
086	Notification of Change of Supplier Readings	NHHDC	NHHDC

086	Notification of Change of Supplier Readings	NHHDC	Supplier
090	Confirmation of the Removal of a Registration Objection	MPAS	Supplier
091	Notification of Removal of a Registration Objection	MPAS	Supplier
092	Advice to an Old Supplier of a Change of Supply Registration Deletion	MPAS	Supplier
093	Advice to a New Supplier of a Change of Supply Registration Deletion	MPAS	Supplier
142	Request for Installation or Change to a Metering System Functionality or the Removal of All Meters	Supplier	MOP
148	Notification of Change to Other Parties	Supplier	HHDC
148	Notification of Change to Other Parties	Supplier	MOP
148	Notification of Change to Other Parties	Supplier	NHHDC
149	Notification of Mapping Details	MOP	Distributor
149	Notification of Mapping Details	MOP	MOP
149	Notification of Mapping Details	MOP	NHHDC
149	Notification of Mapping Details	MOP	Supplier
150	Non Half-hourly Meter Technical Details	Distributor	MOP
150	Non Half-hourly Meter Technical Details	MOP	Distributor
150	Non Half-hourly Meter Technical Details	MOP	MOP
150	Non Half-hourly Meter Technical Details	MOP	NHHDC
150	Non Half-hourly Meter Technical Details	MOP	Supplier
151	Termination of Appointment or Contract by Supplier	Supplier	HHDA
151	Termination of Appointment or Contract by Supplier	Supplier	HHDC
151	Termination of Appointment or Contract by Supplier	Supplier	MOP
151	Termination of Appointment or Contract by Supplier	Supplier	NHHDA
151	Termination of Appointment or Contract by Supplier	Supplier	NHHDC
152	Metering System EAC/AA Historical Data	NHHDC	NHHDC
153	Notification of Data Aggregator Appointment and Terms	Supplier	HHDA
153	Notification of Data Aggregator Appointment and Terms	Supplier	NHHDA
155	Notification of Meter Operator or Data Collector Appointment and Terms	Supplier	HHDC
155	Notification of Meter Operator or Data Collector Appointment and Terms	Supplier	MOP
155	Notification of Meter Operator or Data Collector Appointment and Terms	Supplier	NHHDC
170	Request for Metering System Related Details	HHDC	HHDC

170	Request for Metering System Related Details	MOP	Distributor
170	Request for Metering System Related Details	MOP	MOP
170	Request for Metering System Related Details	NHHDC	MOP
170	Request for Metering System Related Details	NHHDC	NHHDC
170	Request for Metering System Related Details	NHHDC	Supplier
170	Request for Metering System Related Details	Supplier	HHDC
170	Request for Metering System Related Details	Supplier	MOP
170	Request for Metering System Related Details	Supplier	NHHDC
174	Issue Identity Card for Token Meter Customer	Supplier	PPMIP
183	Issue New Customer Smart Card	Supplier	MOP
183	Issue New Customer Smart Card	Supplier	PPMIP
190	Issue Customer Key	Supplier	MOP
190	Issue Customer Key	Supplier	PPMIP
203	Rejection of Changes to Metering Point Details	MPAS	Supplier
205	Update Registration Details	Supplier	MPAS
209	Instruction(s) to Non Half Hourly or Half Hourly Data Aggregator	MPAS	HHDA
209	Instruction(s) to Non Half Hourly or Half Hourly Data Aggregator	MPAS	NHHDA
213	Advice from MPAS of Changed Metering Point Details	MPAS	Supplier
217	Confirmation of the Registration of a Metering Point	MPAS	Supplier
225	Customer Special Needs	Distributor	Supplier
225	Customer Special Needs	Supplier	Distributor
225	Customer Special Needs	Supplier	MOP
225	Customer Special Needs	Supplier	NHHDC
259	Notification to New Supplier of Future Changes	MPAS	Supplier
260	Notification from MPAS of Old Supplier Registration Details	MPAS	Supplier
261	Rejection of Agent Appointment	HHDA	Supplier
261	Rejection of Agent Appointment	HHDC	Supplier
261	Rejection of Agent Appointment	MOP	Supplier
261	Rejection of Agent Appointment	NHHDA	Supplier
261	Rejection of Agent Appointment	NHHDC	Supplier
300	Disputed Readings or Missing Readings on Change of Supplier	NHHDC	Supplier
300	Disputed Readings or Missing Readings on Change of Supplier	Supplier	NHHDC
300	Disputed Readings or Missing Readings on Change of Supplier	Supplier	Supplier
301	Erroneous Transfer Communication	Supplier	Supplier

303	Notification of Meter Operator, Supplier and Metering Assets installed / removed by the MOP to the MAP	MOP	MAP
305	Notice of Customer Requested Objection	Supplier	Supplier
306	Request for Debt Information	Supplier	Supplier
307	Debt Information	Supplier	Supplier
308	Confirmation of Customer Debt Transfer	Supplier	Supplier
309	Confirmation of Debt Assigned	Supplier	Supplier
311	Notification of Old Supplier Information	Supplier	NHHDC
311	Notification of Old Supplier Information	Supplier	Supplier
313	Auxiliary Meter Technical Details	MOP	Distributor
313	Auxiliary Meter Technical Details	MOP	MOP
313	Auxiliary Meter Technical Details	MOP	NHHDC
313	Auxiliary Meter Technical Details	MOP	Supplier

Appendix 5 – The Users of the DTS Currently Connected to the Service

Company			
1North Ltd	Electricity North West Ltd	I Supply Energy Limited	Reuben Power Supply Limited
A&M Energy Solutions Ltd	Elexon Ltd	IMServ Europe Ltd	Scenergy Ltd
Addito Energy Limited	Eneco Energy Trade BV	Independent Power Networks Ltd	Scottish and Southern Energy
Agility Eco Services Ltd	Energetics Electricity Ltd	Inexus (Services) Ltd	Scottish Power Plc
Anesco Ltd	Energy Assets Ltd	Infinity Energy Organisation Ltd	Servicetotal Ltd
Anglian Home	Energy Data Company	InstaFoam & Fibre Limited	Siemens Metering Service
AOS Green Deal Limited	Energy Trust	Inteb Sustainability Ltd	SIG Green Deal Provider Company Limited
Aran Services Ltd	Enhance Energy	IPM Energy Retail	Smartest Energy Ltd
Axis Telecom Ltd	Enterprise Managed Services (E&CS) Ltd	Ista Energy Solutions Ltd	Solarwise Renewables
Axpo UK Ltd	ESP Electricity Ltd	Itron Metering Services UK Ltd	Solarwise Renewables Limited
B Global Metering Ltd	Europa Energy Supply Limited (Utiliserve)	Keepmoat Ltd	Solus Renewable Energy Ltd
BES Commercial Electricity Ltd	Extra Energy Supply Limited	Kingfisher Future Homes	Spark Energy Supply Ltd
Bglobal Plc	F & S Energy Limited	Larkfleet Ltd	SSE Green Deal Provider Limited
British Gas	First Utility	Local Energy	Stark Software International
British Gas New Heating	FITGAS	Local Energy Company	Statkraft
British Gas New Heating (Sainsbury's Energy)	Flow Energy Ltd	Lorimer Power	Supply Energy Ltd
British Gas Trading Ltd	Foster Property Maintenance Ltd	Low Carbon Finance Ltd	Symbio Energy LLP
C and C Group	G4S Ltd	Lowri Beck Services Ltd	The Big Green Energy Company Ltd
Carbon Low Limited	Ganymede Energy Supply Limited (Utiliserve)	MA Energy Limited	The Energy Network Company Ltd
CarbonLow Real Estate Ltd	Gazprom Marketing and Trading Retail Ltd	MEB Total Ltd	The Green Deal Shop.com Ltd
Carillion Energy Services	GCMi trading as Green Deal Factory	Meterfit North (North West) Ltd	TMA Data Management
Carillion Energy Services Limited	GDF Suez Marketing Ltd	Nationwide Electricity Ltd	Toriga Energy Ltd
CertiNergy Ltd	GDfC Services Ltd	NEAS Energy Limited	TotalFinaELF Gas & Power
City Energy South Wales Ltd	Gemserv Ltd	Neil Pittam Electrical Installations	UK Meter Assets
Climate Energy	Gentoo Group	Neil Pittam Electrical Installations Limited	UK Power Networks
Complete Plumbing Clean Energy Ltd	Gentoo Group Ltd	Network Green Deal Ltd	UK Power Networks Ltd
Co-operative Energy Ltd	GHE Solar Ltd	Northern Gas Heating Limited	Utilisoft Ltd

Corona Energy Retail 5 Limited	Gnergy Limited	Northern Power Grid Metering	Utilita Electricity Ltd
Corporate Support Solutions	Good Energy	Northern Powergrid	Utilita Meter Operation Ltd
Coulomb Energy Supply Limited (Utiliserve)	Grafton Merchanting GB	Nostrum Group	Utilita Services Ltd
Domestic and General Insulation Ltd	Green Deal Energy Services (UK) Ltd	Npower Ltd	Utility Funding Ltd
DONG Energy Power Sales UK Ltd	Green Deal Express	nPower Northern Limited	Utility Partnership Ltd
Dual Energy Direct Ltd	Green Deal Finance Company	One Stop Energy Ltd	Vattenfall
E. On UK Plc	Green Deal Provider Network Ltd	OPUS Energy Ltd	Vavu Power Ltd
Eco Deal Ltd	Green Deal Savings Ltd	Opus Green Limited	Volta Solar Limited
Ecojoules Ltd	Green Deal Together	ORSIS UK Ltd	Vospro
Economy Energy Trading Limited	Greenbuy Energy	Osborne Energy Limited	Vospro Technologies
EDF Energy	Greenexo Ltd	OVO Electricity Limited	Warmer Home Finance Limited
EDF Energy Customers	Harlaxton Energy Networks Ltd	Ovo Energy Ltd	Westdale Services Ltd
EDF Nuclear Generation Ltd	Haven Power Ltd	PECT Consultancy Limited	Western Power Distribution
Effective Energy Solutions Limited	Herbert T Forrest	Physis Energy	Work Work Ltd
Efficient Finance (UK) Ltd	High Oak Green Investments	Power4All Ltd	Your Green Deal Provider Ltd
Effortless Energy Ltd	Home Energy and Lifestyle Management Ltd	Property & Training Solutions Ltd	
ElectraLink Heartbeat Monitoring	Housing Action Management Ltd	Quodox Energy Ltd	
Electralink Ltd	Hudson Energy Supply Ltd	Renewable Energy Ltd	