

**Action Dis0206: ISS 0027- Clarify what images will be associated with this pilot scheme at representative/consumer interaction points.**

National Grid Distribution has discussed this matter with British Gas and has the following response:

- **Vulnerable customers**
  - Terms will be inserted into the bi-lateral contract requiring British Gas to comply with its existing obligations in the area of treatment of vulnerable customers.
- **Procurement issues** National Grid Distribution believes that the exercise meets established criteria for single sourcing.
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- **Protection against British Gas being in a favourable position regarding the procurement of supply contracts**
  - Suppliers have a licence obligation to offer terms to domestic consumers so British Gas cannot refuse to supply a domestic consumer. The terms of the bi-lateral contract permit British Gas to provide the occupier of an unregistered site with British Gas promotional literature. However in its covering letter associated with such promotional literature British Gas are required to identify that the occupier of the relevant premises has a choice of gas supplier and British Gas is one such gas supplier.
- **Measures to ensure BGT reps are clearly identified as our agent (and not as British Gas)**
  - The terms of the bi-lateral contract require the British Gas operational staff to be classified as Authorised Officers of National Grid and carry appropriate identification to this effect.
- **Practical details of what an incoming supplier can expect and how it must react when picking up a previously unregistered site.**

National Grid Distribution is currently working with British Gas on the procedural and operation aspects of the pilot. If the customer approaches a Supplier to register, it will take the form of any normal acquisition so no impacts on Supplier processes are expected.