

## **Scottish and Southern Energy (SSE) response**

SSE has 2 brief comments on the proposed changes to the MNP process:

Firstly, we support the porting process being shortened, as suggested, to 1 working day at most; we cannot comment on the proposed implementation timescales, as we do not operate in this market.

Secondly, we would just make the more general point that porting is one aspect of the process of a customer transferring or migrating to another supplier of services. Depending on how the transfer was initiated, the transfer could take place as soon as the porting is technically completed or it may have to take longer if the transfer is as a result of a sale. Distance Selling Regulations require that a customer is given a statutory cooling off period in some circumstances. From our participation in Ofcom's wider work on customer migrations, we believe it is important that this aspect of the time frame faced by a customer in transferring his services is not overlooked but also that it is not automatically built into transfer systems as we believe that the interests of customers would generally be best served by making the process as rapid as possible in circumstances where statutory cooling off is not required.