

BOC Gas Response to Review of CER Public Consultation Process – CER/07/211b

Dear Ms Scully,

I'm afraid time doesn't permit me to complete your detailed consultation form in full, however I should like to make the following comments /suggestions.

Public meetings and the lobbying processes that BOC and other large users engage in are relevant for producers and/or large users, but need to be closely managed to focus on a few key issues rather than all of the detail. Apologies for failing to attend one such today.

Email notification links to interested parties at company addresses (rather than less traceable private ones) are generally the best use of time, but some principles to optimise this are:

All published consultations, the emails that alert interested parties and the web site should clearly state before opening the pdf file or link :

- Whom this directly affects
- When the consultation is open until
- Who initiated the proposed change
- What it seeks to alter
- Why it seeks to alter it (if appropriate)

Many of those who might be interested in the consultations (for example Energy Buyers who also buy other goods /services, senior managers, and /or international readers) are less familiar with each nation's abbreviations and acronyms than those focussed in on one nation's energy supplies, so please could these be kept in plain language wherever possible. Based in the UK I am barraged with OFGEM documents an average of 55 pages long with no up front information as to whether they are relevant to me, as their description is often in code too. I recently made the point to them that if they want people to read their consultation requests, the docs must neither to be in code, nor so long. (EU publications are usually even worse; generally yours are shorter and more accessible.)

Your colleague Eric Mullane's intro to the Imera interconnector exemption is an excellent model, as is your own to this consultation; in contrast Caroline Johnston's intros to the WPDRS and the ESB CS consultations tell me nothing except "here is a consultation doc..."

With kind regards