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By email only to: [RIIO.ED1@ofgem.gov.uk](mailto:RIIO.ED1@ofgem.gov.uk)

29 March 2016

Dear Maxine

**Notice under Part H of Charge Restriction Condition (CRC) 2C (Broad Measure of Customer Service Adjustment) of the proposed text of the Stakeholder Engagement and Consumer Vulnerability Guidance**

Thank you for the opportunity to comment on the above formal Notice. This response should be regarded as a consolidated response on behalf of UK Power Networks' three distribution licence holding companies: Eastern Power Networks plc, London Power Networks plc and South Eastern Power Networks plc. Please note that our response is not confidential and can be published via the Ofgem website.

We have reviewed the guidance document and are comfortable with the changes made following on from the informal consultation earlier in the year.

If you have any questions about our response, please do not hesitate to contact Paul Measday in the first instance.

Yours sincerely



James Hope  
Head of Regulation and Regulatory Finance UK Power Networks

Copy Paul Measday, Regulatory Returns & Compliance Manager, UK Power Networks  
Grant McEachran, Head of RIIO Electricity, RIIO Networks, Ofgem