

13<sup>th</sup> February 2017

Louise Deighan  
Ofgem  
9 Millbank  
London  
SW1P 3GE

Dear Louise

Re: Consultation – Proposed changes to the Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008.

This response is provided for and on behalf of BUUK's Independent Gas Transporter Licensees GTC Pipelines Limited, Independent Pipelines Limited and Quadrant Pipelines Limited and Independent Distribution Network Operator licensees The Electricity Network Company Limited and Independent Power Networks Limited.

We have considered your proposal to amend Regulation 10(3) of the Consumer Complaints Handling Standards Regulations which seeks to remove the obligation on all Regulated Providers to inform consumers once a year about the existence of their complaints handling procedure. We are fully supportive of this proposal.

Without the amendments, we believe it would result in an impractical and an inefficient use of resource to send all customers a copy of our Notice of Rights documentation when the Notice of Rights documents are already available on our website. To send copies of the Notice of Rights would involve significant amounts of resource to produce and send individual copies, the success of which could be hampered due to the availability of end user contact details.

We will however continue to promote the services for available to PSR customers and to engage with the industry on developing best practices for engaging with consumers.

Yours faithfully

Mike Harding  
Regulation Director