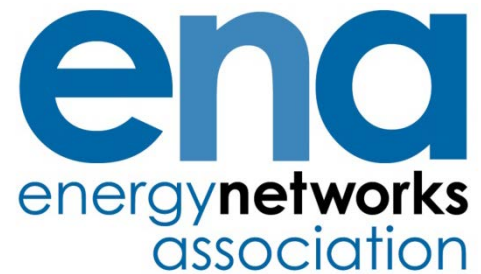


# The Voice of the Networks



13<sup>th</sup> February 2017

Grant McEachran  
Head of RIIO Electricity  
RIIO Networks  
Ofgem  
9 Millbank  
London  
SW1P 3GE  
[RIIO.ED1@ofgem.gov.uk](mailto:RIIO.ED1@ofgem.gov.uk)

Dear Grant,

## Consumer Complaints Handling Standards

Energy Networks Association (ENA) represents electricity and gas network companies across Great Britain (GB) and Ireland, covering Transmission and Distribution. This letter is on behalf of our electricity distribution and gas distribution members<sup>1</sup>.

Our members would like to express their thanks to Ofgem's prompt response to our letter of 24<sup>th</sup> October which outlined our concerns on this issue. We welcome the changes proposed as part of this consultation and wish to reiterate our view that the costs involved in fulfilling the existing obligations, in terms of administration resources and expenditure, are not justified by the benefits to consumers given the availability of the statements on company websites.

If you have any questions on the points raised in this letter, please contact [Kieran.McGirr@energynetworks.org](mailto:Kieran.McGirr@energynetworks.org).

Yours sincerely,

A handwritten signature in blue ink that reads 'David'.

David Smith  
Chief Executive

CC: Clothilde Cantegreil, Senior Manager - RIIO-ED1, Ofgem  
Pete Wightman, Head of Gas Distribution, Ofgem

---

<sup>1</sup> These are Electricity North West Limited, Northern Powergrid, Scottish Power Energy Networks, UK Power Networks, Scottish & Southern Electricity Networks, Western Power Distribution, GTC, National Grid Gas Distribution, Northern Gas Networks, Scotia Gas Networks and Wales & West Utilities.