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Dear Grant

Consumer Complaints Handling Standards

I am writing in response to Ofgem's Consultation dated 17 January 2017 on the proposed change to regulation 10(3) of the Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008.

I can confirm that Electricity North West welcomes the proposed changes and agrees that the costs involved in writing to all domestic customers on an annual basis, in terms of administration resources and expenditure, are not justified by the benefits to consumers, particularly given the availability of complaints handling procedures on company websites.

We note the ongoing requirements for DNOs to ensure that complaints handling procedures are available in a clear and prominent location on their websites, are highlighted to a consumer whose complaint is not resolved within a day and are provided to anyone who requests it free of charge. We also note the ongoing requirements in respect of vulnerable customers.

If you would like any further information on our response please contact me.

Yours sincerely



Sarah Walls
Head of Economic Regulation