

Louise Deighan
RIIO – Electricity Distribution
Ofgem
3rd Floor
Cornerstone
107 West Regent Street
Glasgow
G2 2BA

Nicky Kirk
UK & EU Policy Manager
Regulation and External Affairs
National Grid Gas Distribution Limited

Email: Nicky.kirk@nationalgrid.com
Tel: 07721 647840

13 February 2017

Dear Louise,

Consultation on proposed changes to The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008

Thank you for the opportunity to respond to the consultation on proposed changes to The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008. This response is made on behalf of National Grid Gas Distribution Limited (NGGDL) and can be published by Ofgem.

NGGDL is a gas distribution company providing gas to 11million homes and business through 130,000km of pipelines. We own and operate four regulated gas distribution networks covering a geographically defined service territory that spreads across the East of England, North London, the North West and the West Midlands.

NGGDL supports the proposal to amend regulation 10(3) of the Complaints Handling Statutory Instrument (SI). We welcome Ofgem's recognition that Gas Transporters (GTs) will find it challenging to comply with the obligation, and that it will require a large amount of administration as well as incurring significant costs, which would ultimately be borne by energy consumers, in return for very limited benefits. Implementing the revised approach would mean that all sectors could focus on delivering improved customer service in the most cost effective manner.

NGGDL is committed to supporting all of our customers through the complaints process, including those in a vulnerable situation, and we will continue to improve the services available to ensure equal access for all. We believe that engagement between Distribution Network Operators (DNOs), GTs and vulnerable customers, would be best served through existing fora for example The Energy Networks Association.

If you have any further questions please do not hesitate to contact me using the details at the top of this letter.

Yours sincerely
Nicky Kirk

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Securing our energy supply for future generations.