



St Lawrence House
Station Approach
Horley
Surrey
RH6 9HJ

RIO - Electricity Distribution
Ofgem,
3rd Floor, Cornerstone
107 West Regent Street
Glasgow, G2 2BA

13 February 2017

Dear Ms. Deighan,

Consultation on proposed changes to the Gas and Electricity Regulations 2008

SGN welcomes the opportunity to respond to this consultation regarding obligations placed on GDNs to write to customers directly regarding the complaints handling procedure. As you may be aware, SGN manage the network that distributes natural and green gas to homes and businesses across Scotland and the south of England. We deliver a safe, secure and reliable gas supply to 5.9 million customers through 74,000km of pipeline.

We would like to express our support to the proposal to remove the obligation on Gas Transporters and DNOs from the Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008 to write to domestic consumers informing them of our complaint handling procedure every 12 month period.

We welcome the changes and wish to reiterate our view that the costs involved in fulfilling the existing obligations, in terms of administration resources and expenditure, aren't justified by the benefits to consumers given the availability of the statements on company websites.

Should you require any further information with regards to our response then please do not hesitate to contact me at David.Handley@SGN.co.uk

Yours sincerely,

David Handley
Head of Regulation
SGN

