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By email to: louise.deighan@ofgem.gov.uk

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 above consultation. This letter should be treated as a consolidated response on behalf of UK Power Networks' three distribution licence holding companies: Eastern Power Networks plc; London Power Networks plc; and South Eastern Power Networks plc.

We have reviewed Ofgem's proposal, and reasoning, to remove the obligation on DNOs and GTs to inform domestic customers annually, in writing, of the existence of their complaints handling procedures. We are pleased to confirm our support for the proposal to remove this requirement.

If you have any questions, please do not hesitate to contact me.

Yours sincerely



James Hope
Head of Regulation & Regulatory Finance
UK Power Networks

Copy: Paul Measday, Regulatory Returns & Compliance Manager, UK Power Networks