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*Our ref*

*Your ref*

*Date*

17 January 2017

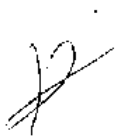
Dear Louise

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

I am writing on behalf of Western Power Distribution (South Wales) plc, Western Power Distribution (South West) plc, Western Power Distribution (East Midlands) plc and Western Power Distribution (West Midlands) plc.

We support the proposal to remove the obligation on DNOs and GTs to notify customers of the existence of our complaints handling procedure. We make it easy for customers to contact us with a complaint for example via our website, by Freephone telephone and twitter.

Yours sincerely



ALISON SLEIGHTHOLM  
Regulatory & Government Affairs Manager