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2<sup>nd</sup> February 2017

Dear Louise

Wales & West Utilities is a licensed Gas Distribution Network (GDN) providing gas transportation services for all major shippers in the UK. We cover 1/6<sup>th</sup> of the UK land mass and transport gas to over 2.5 million supply points.

We are writing in response to the open letter concerning the proposed changes to regulation 10(3) of The Complaint Handling Statutory Instrument published on 16<sup>th</sup> January 2017.

Wales & West Utilities are supportive of the proposed change to remove the obligation on GDNs and DNOs to write to each of their domestic customers informing them of the existence of their complaints handling process and how to obtain a copy. We note the continued requirement to for GDNs and DNOs to publish the complaints handling procedure in a clear and prominent place on their website.

Yours sincerely,



Steve Edwards  
Director of Regulation and Commercial  
Wales & West Utilities

Smell gas? Call us!  
Aroglu nwy? Ffoniwch ni!

**0800 111 999**

All calls will be recorded and may be monitored  
Bydd yr holl alwadau'n cael eu cofnodi ac  
fe allant gael eu monitro