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21 May 2020

Dear Jack

**PROPOSAL TO MODIFY ANNEX F – INTERRUPTIONS OF THE REGULATORY INSTRUCTIONS AND GUIDANCE
(the “RIGs”)**

Further to Steve McMahon’s letter of 30 April 2020, we have reviewed the proposed changes to Annex F of the RIGs regarding the Guaranteed Standards of Performance and the associated Guaranteed Standards of Performance Reporting Pack.

I can confirm that we have no comments to make regarding the proposed changes to Annex F of the RIGs.

We have the following comments regarding the Guaranteed Standards of Performance Reporting Pack:

- Under EGS2A, there is reference to “domestic customer” in cells E233, E234, D235, D236 and E237.
- We do not think the intention was to restrict the reporting requirement to domestic customers only and, therefore, we would suggest that the word “domestic” is deleted from each cell such that the reporting requirement is for all customers, as it has been to date.
- The second reference to “the DNO” in cell D236 should be deleted as it is duplicative.

Yours sincerely

John Elliott
Head of Regulatory Compliance

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