

Date
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Cara Yates
Ofgem



Dear Cara

Open Letter Consultation on approach to managing the customer satisfaction incentive in RIIO-GD1 for the RIIO-GD2 trial period

Thankyou for the opportunity to respond to this Open Letter. We welcome Ofgem's proposal to review the Customer Satisfaction Survey process and in particular, the use of different means of communication as this is something we have advocated throughout RIIO1 and believe is necessary given the advancement and variety of society's communication channels. If we are able to provide greater opportunities for a more representative customer demographic to feedback on our performance this will provide a more comprehensive view of our service to customers.

We acknowledge the proposals outlined in the letter and how the subsequent changes will be dealt with in the RIGs. However, it should be noted that Ofgem's proposals will inevitably impact the within year performance reporting for connections for 19/20 and this must be reflected in any Ofgem assessment of the annual RRP return.

In conclusion, we are committed to improving the service we provide to our customers, we welcome the opportunity to revise the customer satisfaction survey process and will work collaboratively with Ofgem and GDNs to support an informative outcome.

I hope that this is helpful, if there is anything else that you need please don't hesitate to contact me

Yours sincerely,

Nicky Kirk
By e-mail

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