

Received by email : on 12 November 2019

Response to Open Letter Consultation on the customer satisfaction incentive in RIIO-GD1 and RIIO-GD2 trial period published 24 October 2019

Cara

We have reviewed the Customer satisfaction Survey trial letter and amended RIGs wording and I can confirm we are happy with the proposal and the wording of the RIGs.

Regards

Nigel Winnan
Customer and Social Obligations Manager
Telephone: 02920 278801
Mobile: 07971 449704
Email: nigel.winnan@wwutilities.co.uk

Wales & West Utilities
Wales & West House
Spooner Close
Celtic Springs
Coedkernew
Newport
NP10 8FZ