

Date
18 March 2021

Cadent Gas Limited
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Rebecca Pickett
OFGEM
The Office of Gas and Electricity Markets
10 South Colonnade
Canary Wharf
London
E14 4PU



Dear Rebecca

Response to Consultation on Fair Treatment Guidance.

This letter represents our formal response to the Consultation on the Fair Treatment Guidance. Our response is not confidential and may be published by Ofgem.

We are supportive of the proposed drafting of this document. The changes to some of the wording from the previous draft has made the requirements clearer and we believe this guidance achieves its aim in ensuring that GDNs, and their representatives, treat each domestic customer fairly.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Mark Belmega', with a stylized flourish at the end.

Mark Belmega
Director of Customer Strategy

By email