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19th March 2021

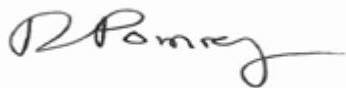
Re: Fair Treatment Guidance Consultation

Dear Rebecca,

We have reviewed the Fair Treatment Guidance document published by Ofgem on the 12th March 2021. We are happy with the document and its relationship to SSC D21 but have one observation.

You confirmed at the GDN Customer working group on the 16th February that there is no annual reporting required as part of this Licence Condition. It is not clear from the Licence nor the guidance that is the case. The VCMA guidance document includes reporting for the VCMA projects as well as key metrics under the Vulnerability Reputational Incentive. Clarifying this would be useful for future reference.

Yours sincerely,



Richard Pomroy
Regulation Manager
Wales & West Utilities Ltd

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