

Response received by email on 29 October 2019

From: McIntosh, Maureen <maureen.mcintosh@sgn.co.uk>
Sent: 29 October 2019 16:55
To: Cara Yates <Cara.Yates@ofgem.gov.uk>
Cc: Eileen Brown <ebrown@northerngas.co.uk>
Subject: RE: EXT || Customer and Social WG Follow Up

Hi Cara

Hope you are well, I will write out to the others to confirm for you. I did get the letter thank you, and yes can confirm SGN support taking the existing connections survey offline for the remainder of 19/20 while we trial 100% of connections customers with the new questions and methodology.

Will get back to you as soon as I hear back from the others.

Kind regards

Maureen

Maureen McIntosh

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Hi Cara,

NGN are fine with this too.

Kind regards,

Eileen Brown

Customer Experience Director

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