

Meadhbh Patterson
Utility Regulator
Queens House
14 Queen Street
Belfast
BT1 6ED

7 December 2018

Dear Meadhbh

Consumer Protection Strategy Review and Proposed New Consumer Protection Programme (CPP) commencing April 2019: Consultation Paper

I refer to the UR's consultation on the above, dated October 2018. NIE Networks welcomes the approach that the UR is taking and has been pleased with the level of engagement on this programme to date. NIE Networks has worked hard over the last number of years to develop its consumer engagement approach, under the Consumer Engagement Advisory Panel (CEAP) umbrella, and has now put in place a strategy up to 2024 (the end of its RP6 Price Control period). We expect that the CPP will support this strategy and provide a framework for it to develop.

I have set out our responses to the specific consultation questions on the page overleaf.

We welcome the opportunity to continue to work closely with the UR on this strategy as it develops.

Yours sincerely



CARL HASHIM
Compliance Manager

Q1: Do respondents share the view of UR that the equality impacts of the proposed CPP are positive and therefore do not require a full screen? If yes, please provide details of any evidence you feel UR should consider.

Response: NIE Networks has no comment.

Q2: Do respondents agree with the proposal to expand the existing CPS Leadership objective to become Leadership and Engagement for the reasons set out in this paper?

Response: NIE Networks agrees with this approach.

Q3: Are the projects included in tables 9, 10 and 11 the full list of projects that respondents want to see included in CPP? Do you agree with the proposed prioritisation of the projects listed?

Response: NIE Networks is supportive of the prioritisation and list of projects.

Q4: Are respondents content with the projects contained in table 11 which are not currently prioritised within the 3 year timeframe of the CPP? And are respondents content that the need for and priority of these projects will be re-examined following year 3 of the CPP?

Response: NIE Networks is content with these projects and agrees that it may be necessary to re-examine the need for and priority of these at a later date.

Q5: Further to the previous consultation questions, do respondents have any general comments on the overall proposed CPP? Please provide evidence to support your answer.

Response: NIE Networks is supportive of the proposed GSS review but this review should be considered in the context of our wider price control, and not GSS/OSS alone.