

Commitments Compliance Complaints

Purpose

SGN has entered into competition law Commitments with Ofgem. The Commitments are available at Ofgem's website from page 28 of [this](#) document.

This document provides the postal and digital contact details through which an entity active in the supply and lay of new above 7 barg connection pipework that wishes to raise a complaint relating to SGN's compliance with the Commitments can do so, and sets out the information to accompany a complaint.

Contact Details

Complaints can be sent to SGN's Commitments Compliance Officer either digitally or by post. Where using post, please ensure that you are able to provide evidence of delivery.

Digital submissions:

To the following address: Commitments.Compliance.Officer@SGN.co.uk with a subject line that includes "For the attention of SGN's Commitments Compliance Officer"

Postal submissions:

To the following address:

For the attention of SGN's Commitments Compliance Officer
25 Farringdon Street
London
EC4A 4AB

Complaint Details and Accompanying Information

When making a complaint regarding suspected non-compliance with the Commitments, please specify which paragraph of the Commitments your suspected non-compliance complaint relates to and include the following in your submission:

- (i) The relevant facts associated with the complaint; and
- (ii) Supporting evidence and documentation that you request be taken into account when the complaint is considered. Where supporting evidence or documents run to multiple pages, and the issue you have in mind focusses on a specific point or points, it may be helpful to include page or paragraph numbers to draw attention to your reason for submitting the file.

SGN's Commitments Compliance Officer may wish to ask you clarificatory questions or request additional information. Please provide contact details for this purpose.