



Llywodraeth Cymru  
Welsh Government

Our ref TO/JJ/10544/21

clerk.lrcc@yahoo.co.uk

16/07/21

Dear Dan Price,

Thank you for your letter we received on the 1<sup>st</sup> June, addressed to the Minister for Rural Affairs and North Wales and Trefnydd. I have been asked to respond in my capacity as Forestry Policy Support Manager for the Welsh Government.

As your letter describes, Distribution Network Operators (DNOs) are required by law to keep distribution power lines free of vegetation and undertake programmes of resilience clearance and felling works to safely maintain power supply (as per the Electricity Supply Quality and Continuity Regulations 2002).

Since we received your letter, I understand Western Power have been in contact with local residents (on 10<sup>th</sup> June) to discuss issues raised and answer their questions. Western Power's report outlined their environmental assessment and resilience strategy regarding 'key routes' (representing 100km of the 6000km maintained by the DNO), where lines must be maintained to the higher specifications of clearance.

If you or your residents remain unsatisfied with their response and would like to escalate your complaint, the Energy Ombudsman is the next step in this formal process. For your convenience, please find attached a link to Ofgem's webpages which explain the complaints process in greater detail.

<https://www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/complain-about-your-gas-or-electricity-bill-or-supplier>

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

Llywodraeth Cymru / Welsh Government  
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Ceredigion  
SY23 3UR

Canolfan Cyswllt Cyntaf / First Point of Contact Centre  
0300 0604400

The activity and regulation of DNOs is a reserved matter in UK legislation and therefore rests outside of our Minister's remit. However, your feedback on resilience activities is very helpful to ensure best practice is maintained.

Kind regards,

A handwritten signature in black ink that reads "Hazel Sisley". The signature is written in a cursive, flowing style with large loops and a prominent flourish at the end of the word "Sisley".

Hazel Sisley  
Forest Resources Policy Support Manager