

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** CPCoP Tranche 1 Consultation'  
**Date:** 23 October 2023 16:31:25  
**Attachments:** [image001.png](#)

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ST Classification: OFFICIAL COMMERCIAL

To whom it may concern,

Hafren Dyfrdwy support the proposed updates to the Customer Protection Code of Practice in the way described and laid out in the consultation. We believe this to have a positive impact on us as a small retailer and the changes proposed in the Tranche 1 changes.

We welcome further opportunities to respond to any proposed changes to the Customer Protection Code of Practice.

Regards,

[REDACTED]  
**Customer Experience Lead**

**Mobile:** [REDACTED]



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