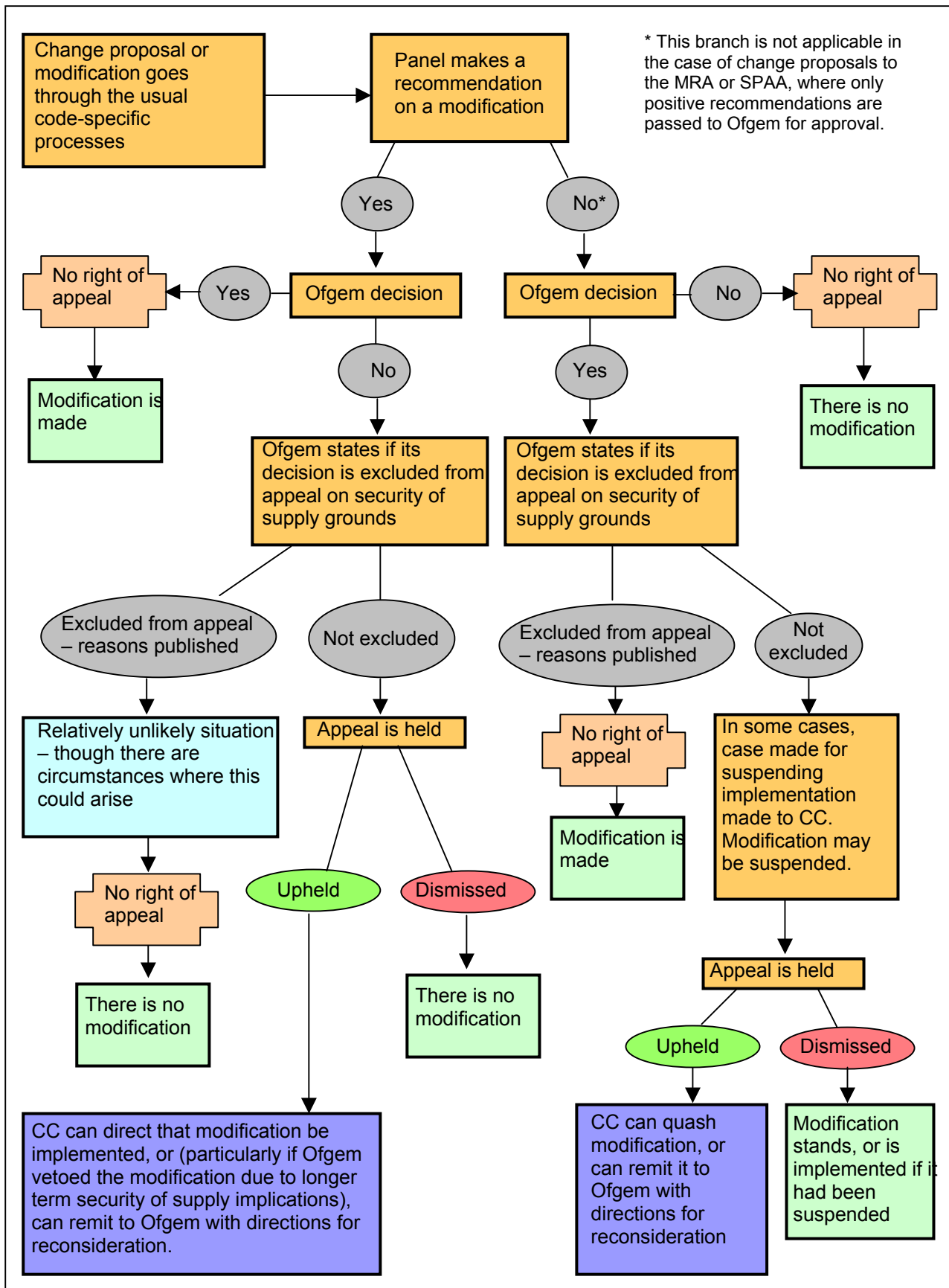


Appeals against Ofgem decisions



This is a simplified diagram and does not necessarily account for all possibilities, or for different terminology definitions between codes