

# Connections Industry Review

**The Office of Gas and Electricity Markets (Ofgem) is currently undertaking a review of competition in gas and electricity connections.**

An important element of this review is the views and experiences of consumers who purchase gas or electricity connections.

Your views and experiences over the last 12 months are essential in order to assist Ofgem in assessing the level of competition.

The information provided by you will aid in the development of initiatives aimed at increasing competition within the industry.

As your views are important to Ofgem, please read each question carefully. It should take no more than 5-10 minutes to complete the questions below.

**Please return the completed questionnaire by Monday 14 April 2003 to:**

**James Copeland**  
**Assistant Manager, Connections Policy**  
Ofgem, 9 Millbank, London SW1P 3GE

1 What is your company name and address?

---

---

2 Has your company purchased gas and/or electricity connections from an Independent Connections Provider (ICP) (i.e. a provider other than the local Distribution Network Operator (DNO) and/or Gas Transporter (GT)) in the past 12 months? *Please tick the appropriate box below.*

☐ **Yes**

Which types of connections have you purchased from an ICP? *Please tick the appropriate box below.*

☐ Gas

☐ Electricity

Please go to **question 3** →

☐ **No**

Briefly explain why you did not purchase a connection from an ICP?

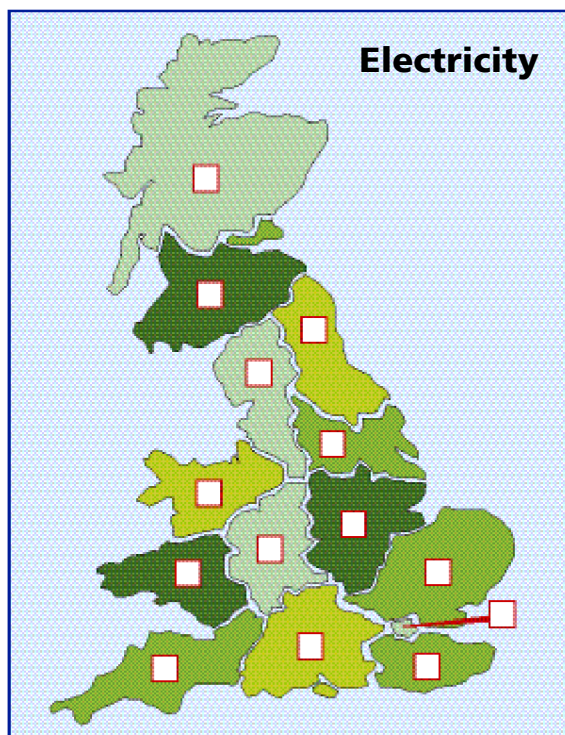
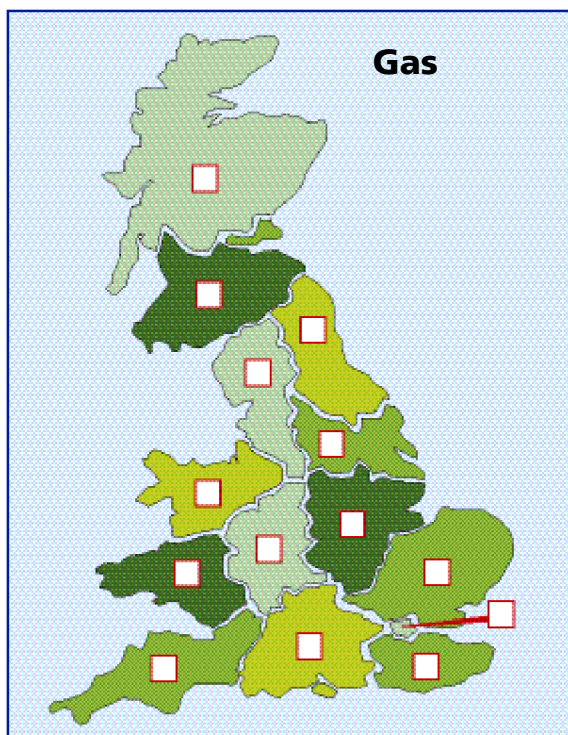
---

---

---

Please go to **question 5** →

- 3 (a) For the connections you purchased from an ICP referred to in **question 2**, please tick on the appropriate map below the areas of the country where these connections were provided.



- (b) Explain the advantages of purchasing the connections referred to in **question 2**, from an ICP?

---

---

---

- (c) List the **three ICPs** that you have purchased the most connections from in the past 12 months:

1

---

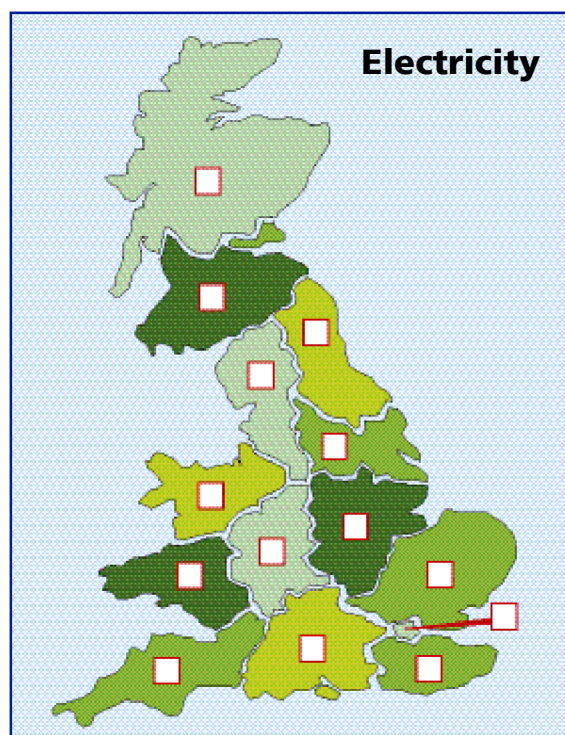
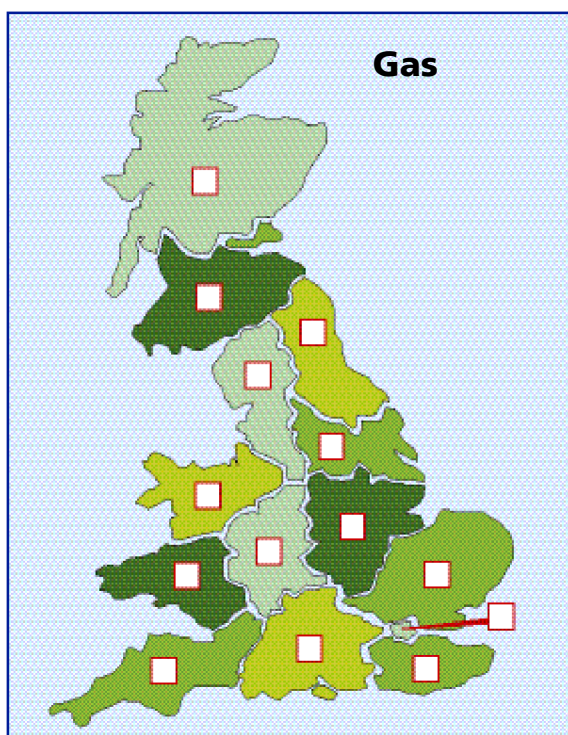
2

---

3

---

- 4 (a) Have you encountered problems in **finding** an ICP when purchasing either a gas or electricity connection?  
If **yes**, please tick on the appropriate map below, the areas of the country where these problems occurred.



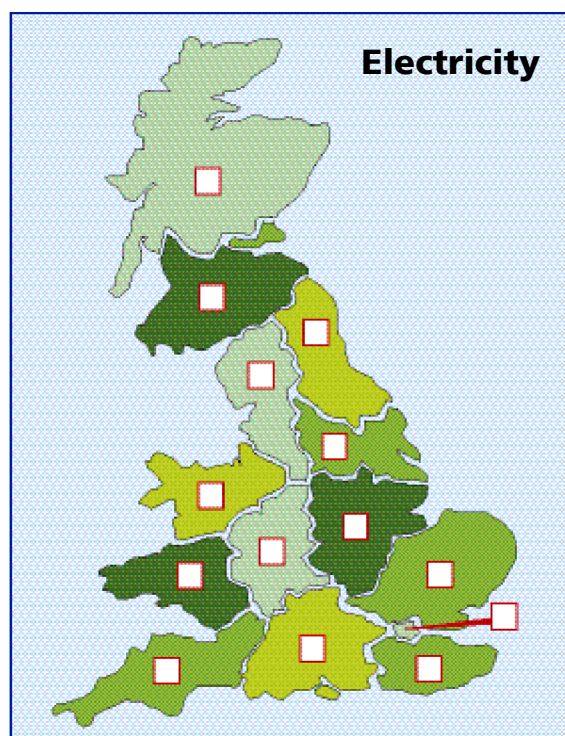
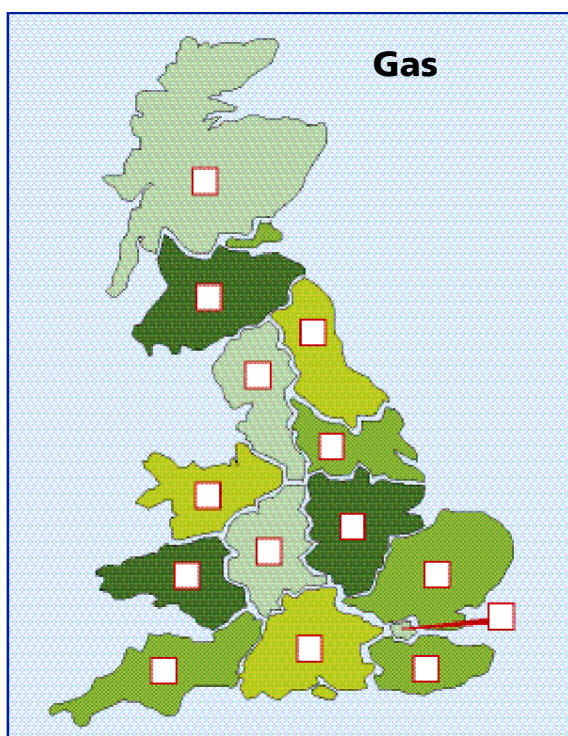
- (b) Briefly describe why you had problems finding an ICP.

---

---

---

- (c) Have you experienced problems with ICPs **completing** the gas and/or electricity works that you required?  
If **yes**, please tick on the appropriate map below the areas of the country where these problems occurred.



(d) Briefly describe the problems that you experienced with an ICP completing the works.

---

---

---

5 (a) Have you found that the connection services provided by the local DNO and/or GT provides have improved over the past 12 months?

☐

Yes

☐

No

(b) Has the cost of purchasing a connection from the local DNO and/or GT fallen over the past 12 months?

☐

Yes

☐

No

6 If you have any other specific comments regarding connections please outline them below.

---

---

---

Please note that there are statutory restrictions on Ofgem regarding the disclosure of the information that you have provided in answer to these questions. Ofgem may, with your consent, disclose any of the information that you have provided. Disclosure may also be made for the purpose of facilitating the performance of the statutory functions of specified persons and bodies, including Ofgem.

**Please indicate whether you consent to disclosure by deleting one of the options below:**

I consent to disclosure by Ofgem / I do not consent to disclosure by Ofgem.