

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 new entrants who provide gas or electricity connections to customers.

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 and 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 Please provide a brief description of the connections services, gas and/or electricity, that you have offered to customers over the past 12 months. Please include the types of customers you are targeting.

3 (a) Have you any plans to offer new connection services in the future?

Yes - please go to 3 (b) →

No - please go to 3 (c) →

(b) If yes, what types of customers are these new connection services targeting?

3 (c) If no, briefly describe why you have no plans to offer new connection services.

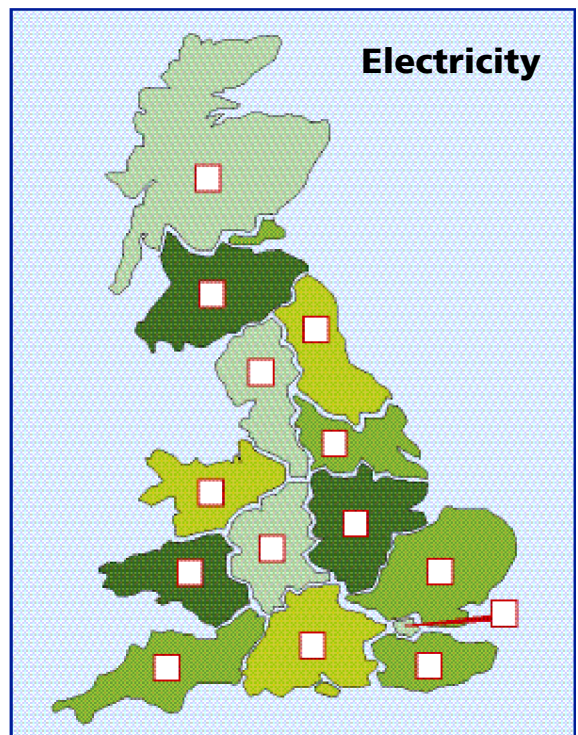
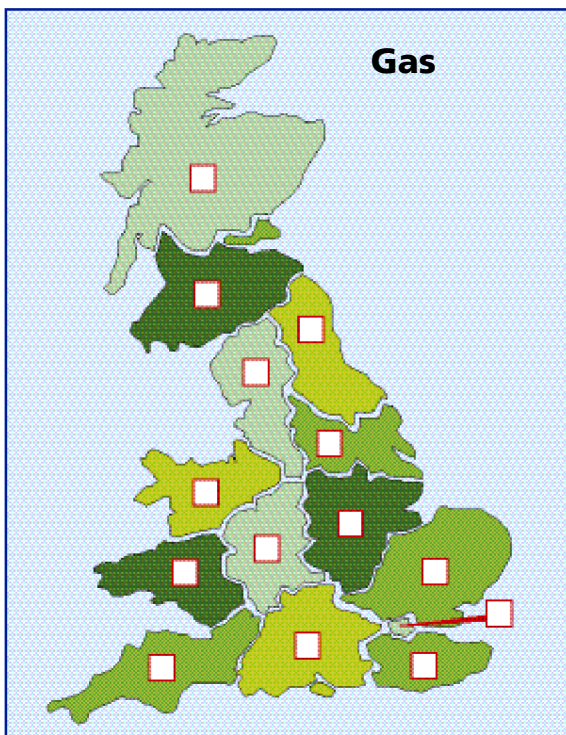
4 Has your company withdrawn any connections services in the past 12 months?

If No Please go to Question 5 →

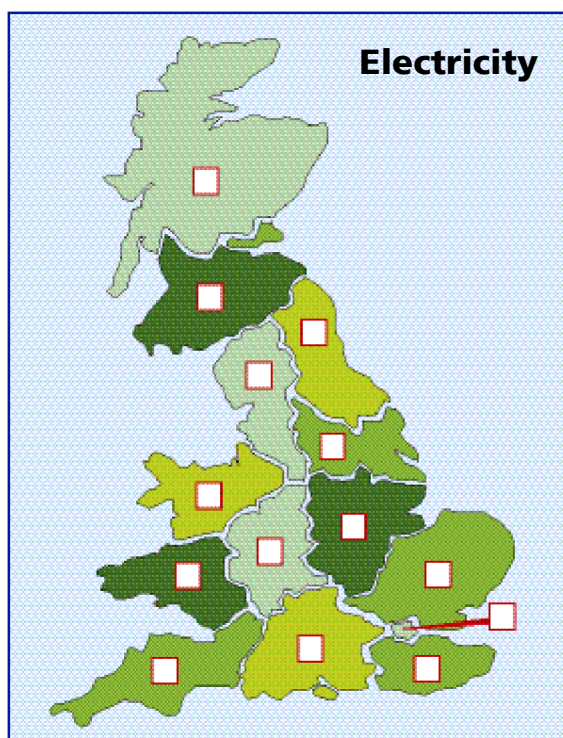
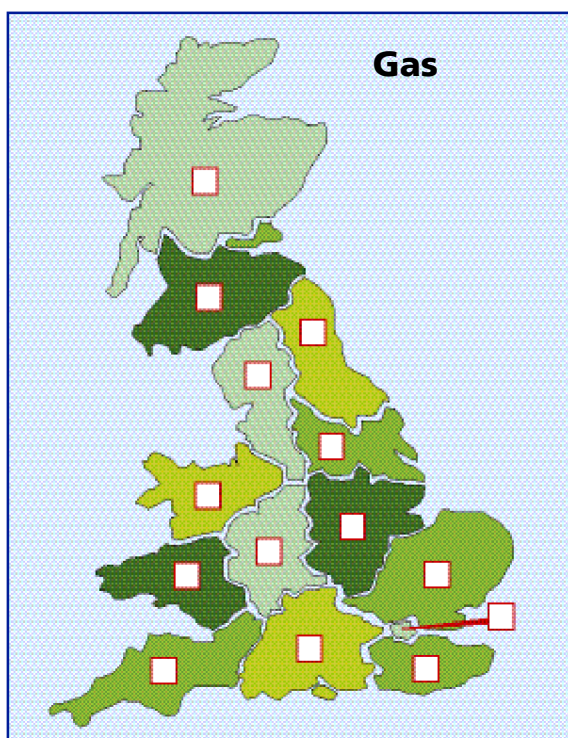
If Yes, describe the connection services that your company has withdrawn.

Were the services withdrawn from a specific area of the country?

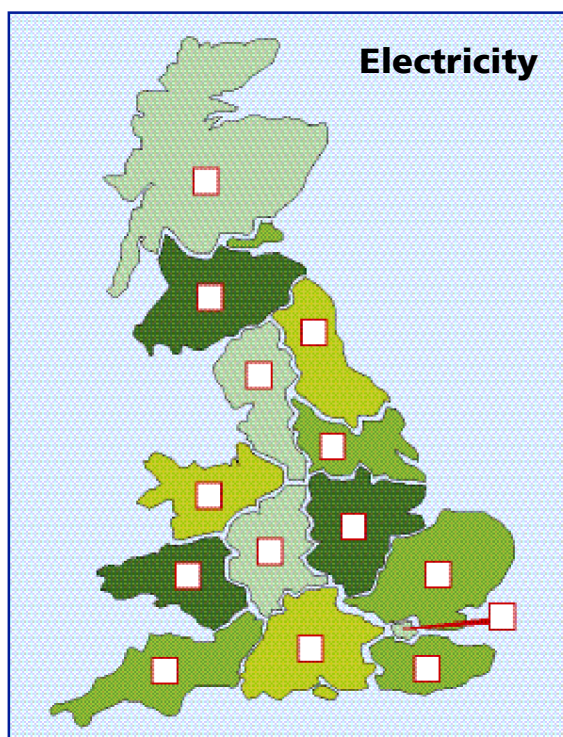
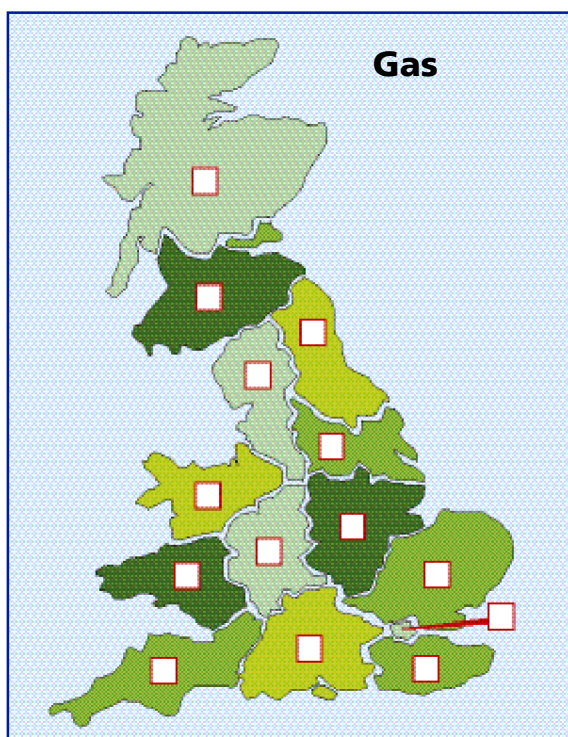
If yes, please tick on the appropriate map below these specific areas.



- 5 Please tick on the appropriate map below, the areas of the country **where you have found it easier to offer** either gas and/or electricity connection services.



- 6 (a) Please tick on the appropriate map below the areas of the country **where you have encountered problems in offering** gas and/or electricity connection services:



(b) Briefly describe the problems you encountered in relation to:

i) Gas

ii) Electricity

7 Do you consider the market for connections to be regional or national?

Gas

Regional

National

Electricity

Regional

National

8 Please list your three principal competitors:

1

2

3

9 Briefly describe what you consider to be the main reasons for your company winning connection contracts in relation to:

i) Gas

ii) Electricity

10 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.