


Connections Policy  
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Ein Cyf / Our Ref: **PA/PL.00.04**

Eich Cyf / Your Ref:

Dyddiad / Date: **2 March 2007**

Dear Sir

### **Consultation – Review of Competition in Gas and Electricity Connections, Proposals Document**

I refer to the above named document which you have prepared and on which you have invited comments. I am concerned about Section 5 – Unmetered Electricity Connections and in particular the proposed minimum performance benchmarks for the SLA, which you state, are derived from the average performance across the DNOs during the trial period.

In every aspect of my work I am being asked to improve my level of service and am required to produce performance indicators to show that these improvements are taking place. I do not consider that it is in the interests of the industry or the public for performance benchmarks to be set at the industry average, they must be set higher. The minimum benchmark of 80% for emergency attendance is totally unreasonable. By definition the work is to remove immediate danger to the public or property. Whilst I appreciate that circumstances can occur that will prevent the DNO from achieving a 100% target I do not consider that to anticipate a 20% failure rate is reasonable. In my opinion the minimum should be raised to 95%.

I admit to being slightly confused by the twin benchmarks proposed for each of the subsequent sections in Standard 1 and 2. Are you in danger of setting too many benchmarks, which then become difficult to monitor? I appreciate what you are trying to do but I would suggest that the target days are stated and there is simply a requirement that 90% be achieved in all cases. In my particular area High Priority Faults should be repaired within 2 days so reference to 90% being achieved in 10 days is meaningless.

The document should be about improving standards and there is evidence that, at least in my area, standards have improved, however the minimum benchmark figures quoted in your document effectively double the repair periods agreed with the local DNO and I cannot see how this will benefit the public.

Yours faithfully



pp. David Peel  
**Head of Service**