

Dear Sir

Connections Industry Review 2007 - 08 - Unmetered Connections

Chapter 6

- In the view of this authority the figures presented by EDF SPN do not wholly represent the service as we are experiencing it. We have not had the opportunity to review the figures before they were presented by EDF. In view of this disparity we feel it inappropriate to continue with a purely voluntary arrangement and should move to an arrangement where the standard of service is clearly defined within the licence condition. Within EDF the connection charges are among the highest in the UK and against this background financial incentives would have to be punitive to have any effect. This authority is more concerned with receiving an acceptable service for its customers and would welcome any method that would attain this goal either with the DNO or an ICP.

Chapter 7

- The review carried out by ofgem targeted areas of serious concern and was therefore welcomed, however, serious concerns regarding standards of service around timely attendance to site, aborted works, poor programming, poor fault attendance to faults, uncompleted works, and slow invoicing.
- In the instance of this authority no performance figures have been received since the implementation and therefore any figures presented can not be verified by this Authority. Our perception is one of a poor performance across a range of services and we have detailed these failings at many times. Meetings of South Coast Authority representatives report similar experience across the South East. One area at issue concerns the 90% achievement of targets, works falling into these 10% variance can take many months or even years in some documented cases to resolve. These often fall into the 'difficult' category requiring a trench or an overhead line connection but often result in prolonged service connection times, great inconvenience to customers and increased workloads for officers in dealing with these issues.

Regards

Kevin Moss