

**From:** Hook, Estelle [mailto:estelle.hook@norfolk.gov.uk]  
**Sent:** 21 January 2010 15:30  
**To:** Rachel Fletcher  
**Subject:** Proposals for new customer friendly annual report

Rachel,

We have been informed that OFGEM has decided to produce a more customer friendly annual report on electricity distribution.

We at the Norfolk Coast Partnership, who look after the Norfolk Coast Area of Outstanding Natural Beauty, suggest that a measure to monitor progress on utilisation of the allowance for undergrounding in National Parks and Areas of Outstanding Natural Beauty should be included in this new annual stakeholder report.

The most recent 'quality of service' report annual report (Ref: 162 / 09) provided information on expenditure and kilometres removed by DNO over 4 years (Table 7). I am sure that stakeholders would hope to see comparative information provided on each National Park and AONB within each DNO area i.e. expenditure and lengths placed underground compared to allowance available.

I hope you find these comments useful and Ofgem is able to provide information as described above in an annual stakeholder report.

All the best,  
Estelle

**Estelle Hook**

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**Protecting an Area of Outstanding Natural Beauty**

*Funded by Natural England, Norfolk County Council, North Norfolk District Council, Borough Council of King's Lynn & West Norfolk and Great Yarmouth Borough Council*