



# CENTREGREAT LIMITED

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Mike Smith  
Western Power Distribution  
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Dear Mike

Centregreat Ltd has been engaged with Western Power Distribution (WPD) since 2006 when the very first Ofgem trial concerning competition in connections first took place. As such we have had a long association with WPD in this area up to and including the recent LV live jointing trial in unmetred supplies.

Whilst working with WPD it became obvious that their philosophy of treating customers as they would themselves like to be treated, runs through the company and underpins the way in which WPD works. This approach has been both refreshing and constructive and has allowed Centregreat to gain experience and accreditation in LV jointing to a DNO network. We are now operating on the WPD system in the live environment.

The success of the trial and moving the process to business as usual involved considerable input from us and you. WPD staff were always accessible when needed and employed a pragmatic approach to finding solutions to problems and ensuring successful delivery of the trial.

We are now in the process of upgrading our Lloyds Registration to include mains jointing and once again WPD have been proactive and encouraging all the way to ensure our success in this field both with administrative issues and practical operational systems.

WPD, is, I believe, a leader in this area of competition both in terms of what they say and what they do; put simply, they deliver.

Thanks for your help and we look forward to continued successful co-operation in the future.

Kind Regards,

Julian

Julian O'Brien  
Manager  
Centregreat Ltd

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