

James Veaney,  
Head of Distribution Policy  
Ofgem  
9 Millbank  
London SW1P 3GE

*Our ref*  
1258707

*Your ref*  
NJ/Birds/T09-  
electric

*Date*  
December 19 2012

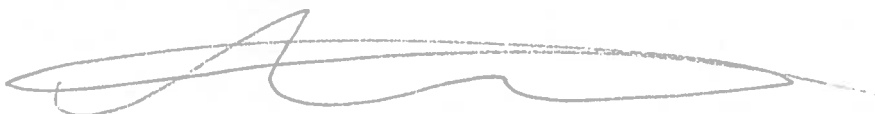
Dear James

**Competition in Connections - Consultation on WPD's Competition Notices**

Ofgem is currently seeks views on the development of competition in connections in WPD's operating areas, following the submission by WPD of "Competition Notices" on 26 October 2012.

Please find enclosed our views on our experience of operating in WPD's area.

Yours sincerely

A handwritten signature in dark ink, appearing to be 'Andrew Kruszynski', written in a cursive style.

Andrew Kruszynski

## Competition in Connections - Consultation on WPD's Competition Notices

### Customer Feedback

Do you agree with the following statements?	Agree	Disagree	Any other comments
I am aware that I have a choice when seeking a connection and that WPD is transparent in promoting choice	✓		
WPD provides sufficient information (web-site leaflets, offer letters, staff awareness) about Competition in Connections	✓		
There is sufficient choice of alternative connection providers in my area	✓		
It is straightforward to get a competitive offer from WPD		✓	WPD very expensive
WPD pricing on connection letters is transparent	✓		
WPD's Offer letter allows me to make a comparison with competitive offerings	✓		
I have benefitted from the development of Competition	✓		
I have seen service improvements resulting from the development of competition	✓		

### Which areas do you operate in – please tick

East Midlands	
West Midlands	
South Wales	
South West England	✓

LV	✓
HV	✓
EHV	
LV generation	
HV/EHV generation	
Unmetered Local Authority	
Unmetered PFI	

Name ANDREW KRUSZYNSKI

Company DWH SW

Date 20/12/12