

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

Mr T Worvill
FCC Environment
Ground Floor West
900 Pavillion Drive
Brackmills
Northamptonshire NN4 7RG

Our ref

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Your ref

Date

3 January 2013

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



Tom Worvill

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	✓ <i>If your site is clearly within WPD area</i>		<i>Many DNOs (WPD included) are difficult to deal with if they have the closest substation but the site is out of area</i>
WPD pricing on connection letters is transparent	✓ <i>Generally</i>		<i>WPD do not make it clear that private side protection equipment for the WPD network is required (e.g. G59)</i>
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..... TOM WOODVILL

Company..... FCC ENVIRONMENT

Date..... 08/01/2013