

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

Our ref

Your ref

Date

-

December 2012

Dear James

Competition in Connections - Consultation on WPD's Competition Notices

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

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

Yours sincerely

A handwritten signature in black ink, appearing to read 'R. Feltman', with a stylized flourish at the end.

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 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.....Rob Bellamy.....

Company.....Morris Homes.....

Date.....03/01/13.....