

PENNANT WALTERS LTD

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

Our ref

131007 WPD

Feedback

Your ref

Date

7th Jan 2013

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 26

October 2012.

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

Yours sincerely

Simon Evans
Pennant Walters (Holdings) Ltd

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	Yes		
WPD provides sufficient information (web-site leaflets, offer letters, staff awareness) about Competition in Connections	Yes		
There is sufficient choice of alternative connection providers in my area	Yes		
It is straightforward to get a competitive offer from WPD	Yes		
WPD pricing on connection letters is transparent	Yes		Transparent but not detailed.
WPD's Offer letter allows me to make a comparison with competitive offerings	Yes		
I have benefitted from the development of Competition	Yes		For contestable works.
I have seen service improvements resulting from the development of competition	No		WPD has always maintained good service.

Which areas do you operate in – please tick

East Midlands	
West Midlands	
South Wales	Yes
South West England	

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

Name.....Simon Evans

Company.....Pennant Walters Holdings Ltd

Date.....07.01.13