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

*Our ref*

-

*Your ref*

*Date*

19<sup>th</sup> 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 26 October 2012.

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



Yours sincerely

**Andrew Davies**  
for and on behalf of  
**Peter Brett Associates LLP**

## 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			NEITHER AGREE NOR DISAGREE

### 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 DAVIES

Company PETER BRETT ASSOCIATES LLP

Date 19/12/12