

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

Shropshire Homes Ltd
The Old Workhouse
Cross Houses
Shrewsbury
SYS 6 JH.

Our ref

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Your ref

Date

December 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

Pam Weston

Pam Weston
SERVICES & SUBCONTRACT BUYER

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..... Pam Weston

Company..... SHROPSHIRE HOMES LTD

Date..... 3rd January 2013