



The Utility Solutions Company

7th January 2013

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Dear James

Competition in Connections – OFGEM Consultation on WPD Competition Notices

Please find enclosed my company's feedback in respect of the above.

We have several experiences of contestable connections in WPD's licence areas and in each case have found them to be accommodating and open to competition. Indeed, it would be of great benefit to competition (and therefore customers) if Ofgem could incentivise WPD to start operating as an IDNO outside of its licenced areas.

Yours sincerely

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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..... *SRD*

Company..... *TUSC Ltd*

Date..... *7/1/13*