

RIIO-ED1

Ofgem
9 Millbank
London
SW1P 3GE

20th January 2014

For Attention ; Anna Rossington,

Dear Anna,

Fast Track Draft Determination for Western Power Distribution

We are writing in support of WPD's Business Plan as a suitable basis of its RIIO-ED1 price control settlement as published by Ofgem on 22 November 2013.

PowerCon (UK) Limited act as agent and consultant for a number of demand, CHP and distributed generation developers and therefore we have direct experience of working with both WPD and all of the other Distribution Network Operators. We have also been directly involved with Ofgem's ECSG and so have witnessed the development of competition in connections.

Powercon (UK) Ltd has had the opportunity to contribute to the development of WPD's Business Plan and is considers that it generally reflects the views and aspirations of WPD's stakeholders.

We are happy to state that we find WPD to be one of the best of the DNO's to deal with and have found the staff to be approachable, helpful, pragmatic and flexible with regard to all connection issues.

We would confirm that we often cite WPD in our discussions with both Ofgem and other DNO's as being the benchmark to illustrate best practice and to encourage other DNO's to improve their service to customers in all aspects of connections work.

Whilst PowerCon (UK) is primarily concerned with network and connection issues we also recognise that the Local Authorities, Red Cross, Police and other agencies have input to these meetings and are able to develop their own agenda relating to their own specific responsibilities and concerns.

It is also recognised that WPD have encouraged dialogue (and problem solving) with their customers through the regular Customer Panels and Customer Connection Group and believe that there is an opportunity to influence targets, direction and strategy.

It should also be recognised and acknowledged that Robert Symons (WPD, CEO) has attended all of the Consumer Group Meetings and actually drives the agenda.

PowerCon (UK) Ltd. Trading address: 22 Barass Ave, Worcester WR4 0QD

PowerCon (UK) Ltd. Registered Office address: 93, High Street, Evesham, Worcestershire Wv11 4DU
Company Re No. 07590423 in England and Wales

We believe that none of the other DNO's provides such a level of interaction and support to their consumer groups.

We trust the above is of assistance but please do not hesitate to contact me should you consider that we can assist further.

Yours faithfully,

Bob Weaver
Director

Mobile : 07557345243

E-Mail : bw@powercon-c.com

c/DNO/WPD/Meetings