

**From:** Steve Gist [mailto:steve@tusc-ltd.com]

**Sent:** 13 June 2014 12:00

**To:** James Veaney

**Cc:** Connections

**Subject:** Consultation on the Incentives on Connections Engagement (trial) Part One Submissions - TUSC View on WPD Submission

Dear James

TUSC Ltd is an independent multi-utility connections consultant. We are usually positioned as the DNO's customer with regards to DG connections. Presently we have as many as 20 major DG connections in various stages of completion across several DNOs licence areas. We attend the WPD DG Stakeholder events and we work within all four of their licence areas.

Our overall view on the WPD DG stakeholder engagement is that it is outstanding. The approach taken is exactly that which we as a customer would have chosen. The engagement is real and not just confined to workshops and 'mailshots'. There is a real sense with WPD that the door is always open to a question, query or suggestion with every point raised by stakeholders being properly considered before being resolved. The WPD Connection Customer Steering Group was a brilliant idea and the broad range of stakeholders (e.g. parish councillors, council officials, customers, community developers, ICPs, IDNOs etc) that are 'member's, together with the fact that is chaired by the CEO means that WPD really does have full engagement.

To respond to the specific questions:

Q. Does the licensee have a comprehensive and robust strategy for engaging with DG connection stakeholders? ***TUSC – yes, all aspects are covered and stakeholders have complete freedom to engage, including being allowed to question and challenge policy and procedures.***

Q Does the licensee have a comprehensive work plan of activities (with associated delivery dates) to meet the requirements of their DG connection stakeholders? ***TUSC – yes.***

Q Does the licensee have relevant outputs that it will deliver during the regulatory year? ***TUSC – yes.***

Q Has the licensee's proposed strategy, activities and outputs been informed and endorsed by a broad and inclusive range of DG connection stakeholders? ***TUSC – WPD has done everything reasonably possible to listen, act on and therefore have the backing of its DG stakeholders.***